

Xalient Job Description: Network Analyst

Location:

Leeds

Role Objective:

The Xalient support functions play a critical part in maintaining operations and allows the organisation to deliver the highest quality service to our customers. Irrespective of the role, everyone is equally respected and contributes to the success of the business.

As a Network Analysts you will maintain and troubleshoot network services taking ownership of incidents and changes until completion.

Network Analysts are required to work on a shift pattern providing 24x7x365 support including bank holidays, weekends and other religious and non-religious festivals. Current working hours are 8am-10pm Mon-Fri with an on-call service covering OOH.

Key Responsibilities:

Based in the Xalient Network Operations Centre in Leeds core activities of this role include:

- Evaluate the priority of Incidents, Problems and Changes logged to ensure that all are dealt with appropriately and ensuring that any escalation is processed in a timely manner (diagnosis and resolution)
- Ensure that all customer problems are resolved to a satisfactory conclusion
- Pro-actively communicate verbally with the customer base to ensure that the customer is aware of any upcoming changes or problems which may affect them.
- For all requests that cannot be directly resolved, provide an effective interface between customers and those responsible for diagnosis and resolution, taking into account agreed levels of service.
- Monitor services and hardware such as system performance and health using industry tools (LogicMonitor, PRTG)
- Responding to system alerts and events according to defined procedures
- Ensure all SLA's, OLA metrics are met or exceeded
- Create and maintain operational support documentation
- Work in collaboration with other departments within the business such as the Service Desk
- Adhere to appropriate departmental procedures and practices
- Develop and maintain your expertise to ensure personal development through an agreed training plan.

Skills, Qualifications & Experience:

Demonstrable experience in the following areas:

- Strong knowledge of core switching, routing, wireless, firewall and infrastructure technologies
- Strong understanding of ITIL and IT Best Practices
- A logical approach to troubleshooting, diagnosing and resolving problems
- Embraces change, seeking opportunities for continuous improvement
- Experience of working in a customer focused environment

Knowledge of:

- Core switching technologies (LAN/DTP/STP/EtherChannel)
- Core routing technologies (RIP/OSPF/EIGRP/BGP)
- Wireless technologies (WLAN/wireless authentication/optimisation/Cisco Meraki)
- Core firewall technologies (NAT/ACL's/L2L VPN)
- Core infrastructure technologies (DNS/DHCP)

Ability to work under pressure meeting tight deadlines whilst demonstrating drive and a positive approach to work.

A logical approach to troubleshooting, diagnosing and resolving problems (technical and non-technical challenges in the business environment).

Great problem-solving skills with an understanding of how clear, simple processes work best within Xalient.

Experience working as part of a team with the ability to learn and develop new skills whilst showing that you can prioritise work efficiently and productively and manage your time well.

Excellent communication skills (verbal, written and listening) including an excellent telephone manner and high customer service skills.

Ability to produce and update network diagrams and support documentation.

Self-motivator, results and quality orientated, good organisational skills, attention to detail, positive helpful attitude.

Ability to learn and develop new skills whilst showing that you can prioritise work efficiently and productively and manage your time well.

Recognises and embraces change, seeking opportunities for continuous improvement.

Qualifications:

Advantage but not essential

- Cisco Certified Network Associate (CCNA, CCDA) or Comptia N+ – Qualified or working towards
- ITIL V3 Foundation – Qualified or strong awareness

Competencies:

- **Initiative** - The willingness to move things forward by taking action without needing to be asked and without due escalation.
- **Achievement Orientation** -The determination to perform at the highest standard, aiming to exceed norms and expectation.
- **Customer Orientation** - The ability to recognise both internal and external customers and the willingness to cooperate with them fully, in order to help them achieve their objectives.
- **Analysis** - The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems.
- **Adaptability** - The ability to maintain effectiveness in a rapidly changing environment and the willingness to respond quickly and positively to change.
- **Organising Work** - The ability to marshal and manage resources (people, funding, materials and support) to complete a proposal or project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals. Ability to meet deadlines.
- **Professional Expertise** - The ability and motivation to apply and develop one's own professional knowledge and to share this expertise with others.

Mobility Requirements:

This role is in our Leeds office.

Travel may be required to attend customer sites and meetings, both in the UK and abroad.

Valid Passport is required, UK driver's license is desirable, although not mandatory.