

Corporate Support Engineer

The UK's leading Independent ISP is looking for senior support engineers to help provide a high level of after sales support to corporate customers. This is an ideal role for someone with exposure to Broadband, Leased Line and Firewall technologies who is looking to develop their technical skills in a busy environment. Primary point of contact for private circuit, MPLS solution and service managed customers. Dealing with advanced technical problems for our corporate customers. Providing advice and solutions to our customer base via the telephone and email. Hands on installation and configuration of zyxel, cisco, netscreen, watchguard and other related equipment. Knowledge of Windows and Unix based Operating systems. Knowledge of IP routing and other core internet protocols. Knowledge of connectivity types including DSL, Dial, ISDN and Leased Line.

Experience in the troubleshooting of DNS, SMTP, FTP and NAT.

At least 1 years experience in a similar advanced support role.

A mature and responsible outlook.

Experience of Cisco IOS and/or Cisco certified. Experience with Alcatel, Zyxel, Cisco, Netscreen and Watchguard.

Previous experience of Firewalls and VPN Tunnelling. Hands on experience of computer hardware maintenance / installation. Excellent communication and customer service skills, both written and verbal. The ability to work to deadlines and to maintain high standards of work throughout. The ability to work as part of an established team.

Vacancy Summary

Job Type

Permanent

Location

London

Start Date

ASAP

Duration

Permanent

Salary

20K

Ref No:

144324-RM-CISP-24

Date Advertised

08 May 2007