



## **The Role**

IT Managed Services Network Engineer  
Reporting to Service Manager

Competitive Salary/Negotiable

**About us;** As a Digital Transformation Partner, we accompany companies into the digital future. Our range of IT solutions includes consulting, implementation, services and the operation of IT systems. Our customers benefit from our extensive expertise and our innovative portfolio that covers the IT requirements necessary for a successful digital transformation.

## **Job Overview**

The successful candidate will undertake the roll of a senior engineer within the team and would be expected to support other members with issues around security, cloud services (specifically MS365 and azure) and client/server troubleshooting. The primary role of the candidate will be to support and develop networking, both wired and wireless, across the customer base.

## **Profile**

### **Job Requirements**

1. Manage workload and prioritise multiple open tickets while meeting SLA thresholds for incidents, requests, and problems.
2. Take full technical responsibility for incidents, requests, and problems, conducting comprehensive diagnostics with end-users to ensure ticket resolution and project completion.
3. Act as an escalation point for support from various support tiers
4. Provide onsite technical support, confidently and professionally engaging with customers at all organisational levels.
5. The ability to clearly explain technical concepts to non-technical individuals
6. Exhibit a customer-centric approach to support, prioritising customer needs.
7. Excellent communication skills, both verbally and in writing
8. Effectively prioritise tasks and manage time efficiently
9. A good team player - contributing knowledge and collaboration.

### **Essential Experience and Skills:**

The candidate should have at least 5 years' experience in a network focussed role and have experience as either the technical lead or project management on several complex deployments.

Although this role is not vendor specific, HPE/Aruba experience and certification would be advantageous. Familiarity of ClearPass or alternative solutions and cloud management solutions like central would be useful.

KBS manage several large wireless networks and although specific knowledge of high-density networks is not required, RF design principles and knowledge of controller-based WLAN architectures would be essential.

Initially, the candidate will be part of a small team, and it would therefore be required to have experience in onsite deployments, site audits and customer engagement as well as remote monitoring and management.

**Special Requirements for this role** e.g. occasional out of hours working - out of hours call out once induction completed – attractive salary rewards for this requirement.

### **Person Specification:**

#### **Skills & Qualities Required:**

- A high level of self-motivation together with a willingness to learn new skills
- A flexible and enthusiastic approach to the job
- Good Team Player
- Problem solving and decision-making skills
- Can demonstrate exceptional levels of customer service and care and project delivery
- Good communication, organisation Skills,
- Strong time management

#### **Other Information**

- Location: Belfast – Onsite required with field-based work
- Hours of work: 9:00am to 5:15pm Monday to Friday, with 1 hours paid lunch
- Driver's license and access to a car essential
- Salary – Competitive (negotiable)
- Holidays start at 20 days plus statutory/bank holidays.
- Pension
- Attendance Bonus
- Certified training
- Other benefits