



Vacancy

Job Title 3rd Line Network Engineer

Reports To Senior Project Manager

What's it like to work here?

Green Duck is one of the largest IT Support companies in Suffolk, offering IT support, website & app design and cyber security services to a variety of customers from multiple sectors. We are a forward thinking, straight talking company, putting the customer at the heart of everything we do. It's not always easy, but we pull together as a team to ensure everything we deliver is first class, while having fun and learning in the process. We believe in working hard and playing hard, with lots of out of work activities to keep our Ducklings entertained!

The role

We currently have a vacancy to join our 3rd line support team within our IT Services department. Reporting into the Senior Project Manager, you will join a team of technical experts, with a range of responsibilities. The role will be focused on technical expertise in networking, with a requirement to support other technologies also.

Key responsibilities will include but are not limited to:

- Offer expertise within the team for the resolution of all technical incidents (escalations from 1st and 2nd line)
- Work on the delivery of projects for customers
- Assisting our sales team with technical scoping of new sales opportunities including proactive identification of areas that will require improvements outside of new business sales
- Run workshops with internal and external teams for knowledge transfer, handover and upskilling
- Develop, produce and maintain IT documentation and following IT procedures as required
- Liaise directly with the end customer where required to resolve, scope or deliver incidents and projects

Experience Required

- Significant knowledge, understanding and expertise including but not limited to:
 - Degree in computing including networking (ideal but not essential)
 - Qualifications in networking, equivalent to CCNP / CCDP
 - Understanding of hardware and cabling
 - Proven ability to design a resilient network configuration and troubleshoot existing networks
 - Networking configuration and troubleshooting: firewalls, switches, routers, access points, VPN (Unifi product experience ideal but not essential)
 - Detailed understanding of IP addressing, subnets, gateways, DNS and other components that make up an IT network



- Other technologies:
 - Microsoft Server technologies: Active Directory, Remote Desktop Services, Exchange, Hyper Converged Infrastructure and Storage Spaces Direct, Cluster Services
 - Virtualisation: Hyper-V & VMWare
 - Microsoft 365 services; Email, SharePoint, Azure Active Directory, MFA, MDM/MAM
 - Microsoft Azure Cloud Services (ideal but not essential)
 - VOIP: Skype for Business, Teams, Horizon
 - Veeam backup and replication
 - Scripting: PowerShell
- Industry recognised qualifications
- Previous experience within a similar support role

About You

- You will:
 - Have excellent communication skills and the ability to effectively communicate with our customers using plain English (we like to be jargon free!)
 - Have strong problem solving and troubleshooting skills
 - Have experience of working under pressure to meet deadlines while handling multiple priorities

Benefits of Joining the Team

We want everyone who joins the team to be a hero and we know the importance of teamwork and recognition to inspire our Ducklings to be their best! Working for Green Duck has plenty of benefits, including:

- Flexible working hours
- Remote working
- Extended holiday allowance (30 days plus your birthday)
- Regular social events
- Employee Assistance Programme
- Company contributed pension scheme
- Cycle to work scheme
- Death in service benefit
- As much fresh coffee and tea as you can drink...!