Support Engineer Level 2

Vacancy

Location: Nairobi
Reporting to: Networking Service Delivery Manager

We are seeking for a candidate to perform operational support of enterprise network infrastructures. This role will also be responsible for supporting the day-to-day IT projects and functions which includes helping close support tickets. This role requires excellent user engagement skills and an ability to communicate effectively. The ideal candidate should be a strong collaborator, creative problem solver, and someone who enjoys learning and sharing knowledge.

Responsibilities

- Manage and administer all aspects of enterprise networks (LAN, WAN, WLAN, IPT etc)
- Provide high level network designs and implementations of network projects.
- Support VPNs, firewalls, routers, switches and other network applications and services.
- Manage moves, adds and changes of existing hardware and software, diagnose network issues and work with other team members to resolve issues with integrated systems
- Maintain optimal daily operations of our clients' network infrastructure.
- Maintain the highest level of network security
- Update and manage documentation and diagrams
- Spearhead all network related projects
- Apply and maintain the necessary components and practices to ensure a consistent, high-quality, highly available network services
- Provide daily updates to our service desk system

Requirements

- 3-5 years of relevant work experience
- Proficiency with routing, switching and wireless technologies
- Strong knowledge of Layer 2 and Layer 3 networking protocols/technologies
- Experience with configuring and troubleshooting network security technologies (Next generation firewalls such as Cisco Firepower, Fortigate, Checkpoint etc, IPS, Antimalware, WAF solutions etc)
- Experience with configuring and troubleshooting IPSec VPNs
- Knowledge of the components and functionality of IP Telephony solutions
- Proficiency with network performance monitoring tools
- Proficiency with network troubleshooting tools
- Understanding of Windows, Mac OS X, and Linux operating systems

- Minimum certifications should be Cisco Certified Network Professional in any of the tracks (R&S, Wireless, Data Centre, Security, Collaboration). A fully certified CCIE will be a plus.
- Basic knowledge of network scripting and automation tools
- Proficient with documentation using Microsoft Word, Excel, Powerpoint and Visio tools
- Knowledge of ITIL best practices a plus

To apply for the position, send your application to talent@copycatgroup.com highlighting "**Support Engineer Level 2**" as the subject. Deadline for submissions is Friday, 29th March, 2019 C.O.B.

Due to the high number of applications, only shortlisted candidates shall be contacted. Copy Cat remains an equal opportunity employer. Persons with disabilities are encouraged to apply.