

Network Support Engineer (L2) (m/w)

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Want to be part of our team?

The primary responsibility of Support Engineers is to provide a service to internal clients to ensure that the IT infrastructure and systems remain operational through proactively identifying, investigating and resolving technical incidents and problems and to restore service to end users by managing incidents to resolution. The Support Engineer L2 focuses on second line support for medium complexity incidents, requests, events and problems.

What you'll be doing

- Indepth troubleshooting of and resolving of incidents
- Implementation of service requests and changes
- Cooperation in deployment or upgrade projects
- Technical Root cause analysis of Problem Tickets
- What would make you a good fit for this role?
- We are looking for a skilled certified network engineer on L2 level with knowledge of Cisco technologies. Experience with HP and Aruba technologies is a big advantage.

Requirements:

- Fluent English/ German would be an asset
- Willingness to work 24x7 (nights, weekends, public holidays => shift rotation)
- Solid experience delivering support in a large Cisco based network environment. (LAN, WAN, Datacenter, WLAN and/or Security)
- Experience with Bluecoat Proxy Servers, F5 Loadbalances, Fortinet, Aruba WLAN and/or HP switches is desirable but not essential.

Required certifications:

- Cisco CCNP

Certifications - nice to have:

- HP ATP/ASE
- Aruba ACMA/ ACMP
- Aruba CWNA
- F5 SE
- BlueCoat Certified Professional



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