

Role	Description
<p><b>Junior IT Security/Network Technician</b> (Tier 1-2)</p> <p><b>Job Description</b></p>	<p><b>ROLE PURPOSE</b></p> <ul style="list-style-type: none"> <li>• Configure and administer a defined technology/system (e.g., Hardware, Operating Systems, network and middleware) in support of on-going operations and projects.</li> <li>• Manage incidents and requests for a defined technology environment</li> <li>• Provide network specific technical expertise for the support of security network system requirements.</li> <li>• Mainly Tier 2, partly Tier 1 Support Level</li> <li>• Working with a global team, providing Network-/Security Services on a high level of quality, e.g. Management and Support of <ul style="list-style-type: none"> <li>○ +70k VPN Users, +20 Remote Access Gateways</li> <li>○ +900 3<sup>rd</sup> Parties Extranet Connections</li> <li>○ Authentication Gateways and Access Control</li> <li>○ +70k Hard-Disk Encrpytion Users</li> </ul> </li> </ul> <p><b>MAJOR ACCOUNTABILITIES</b></p> <ul style="list-style-type: none"> <li>• Support and be responsible for defined system administration activities on an allocated/defined system or environment.</li> <li>• Actively respond to incidents and requests</li> <li>• Support and improve system environment and services (sizing).</li> <li>• Support defined areas of the business, e.g. departments or countries in user and operational requirements, troubleshooting and migration to new versions.</li> <li>• Write all related documentation / update data in online tools (Changes, Validation docs, systems proposals/recommendation, etc).</li> <li>• Act and perform according to defined SLAs</li> <li>• Design configuration and administration in support of on-going projects, moves and changes</li> <li>• Execute change management activities.</li> <li>• Interaction with other support teams around the world</li> </ul> <p><b>KEY PERFORMANCE INDICATORS / MEASURES OF SUCCESS</b></p> <ul style="list-style-type: none"> <li>• Achieve agreed targets in terms of quality, time and cost.</li> <li>• Ensure stable and well performing system environment.</li> <li>• Apply professional competencies to administrate and optimize the assigned system environment.</li> </ul> <p><b>POTENTIAL CARRER DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>• Training and Certification of one or more products managed by Wizlynx</li> <li>• Product and/or Service Champion</li> <li>• Improving to higher Operational Tiers and/or TeamLeader</li> <li>• Assignment of some Service Delivery tasks up to and including full Service Management</li> </ul>

Role	Description
<p><b>Junior IT Security/Network Technician</b></p> <p><b>Skills</b></p>	<p><b>EDUCATION/WORK EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• University or similar desirable</li> <li>• or 1-2 years of working experience</li> </ul> <p><b>LANGUAGE SKILLS</b></p> <ul style="list-style-type: none"> <li>• Fluent english in speech and writing</li> <li>• Excellent local language in speech and writing</li> </ul> <p><b>SOFT SKILLS</b></p> <ul style="list-style-type: none"> <li>• teamplayer</li> <li>• flexible attitude, reliable</li> <li>• network maps and document writing</li> <li>• customer friendly appearance</li> <li>• willingness to travel</li> </ul> <p><b>IT SKILLS</b></p> <ul style="list-style-type: none"> <li>• Networking fundamentals, mainly TCP/IP</li> <li>• Understanding of LAN and WAN concepts</li> <li>• Basic understanding in Routing and Switching protocols</li> <li>• VPN technologies (IPSec and SSL)</li> <li>• Microsoft OS and Office knowledge</li> <li>• Wireless technologies and protocols know-how desirable</li> <li>• Programming skills of advantage</li> </ul> <p><b>CERTIFICATIONS / TRAININGS (of advantage)</b></p> <ul style="list-style-type: none"> <li>• Aruba Networks</li> <li>• Barracuda Networks (preferably NG firewall and/or Web Application Firewall)</li> <li>• RSA Authentication</li> <li>• Cisco ASA</li> <li>• Checkpoint Firewalls</li> <li>• IT Security related trainings</li> <li>• Network (incl. Wireless) related trainings</li> <li>• ITIL Foundation v2 or v3</li> </ul>