

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

| Role | Description |
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| <p>Senior IT Security/Network Technician</p> <p>Skills</p> | <p>EDUCATION/WORK EXPERIENCE</p> <ul style="list-style-type: none"> • University degree • 4-5 years of working experience in Network/Security environments <p>LANGUAGE SKILLS</p> <ul style="list-style-type: none"> • Fluent english in speech and writing • Excellent local language in speech and writing <p>SOFT SKILLS</p> <ul style="list-style-type: none"> • teamplayer • flexible attitude, reliable • network maps and document writing • customer friendly appearance • willingness to travel • management (people and services) skills <p>IT SKILLS</p> <ul style="list-style-type: none"> • strong Networking experience, mainly TCP/IP • Knowledge of common LAN and WAN concepts • Profund understanding in Routing and Switching protocols • VPN technologies (IPSec and SSL) • Wireless technologies and protocols know-how • Microsoft OS and Office knowledge desirable • Programming skills of advantage <p>CERTIFICATIONS / TRAININGS (at least one of the following)</p> <ul style="list-style-type: none"> • Aruba Networks • Barracuda Networks (preferrably NG firewall and/or Web Application Firewall) • RSA Authentication • Cisco (at least 1 technologie) • Checkpoint Firewalls <p>CERTIFICATIONS / TRAININGS (at least two of the following)</p> <ul style="list-style-type: none"> • IT Security related trainings • Network (incl. Wireless) related trainings • ITIL Foundation v2 or v3 |