

# Network Technician

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## About us:

**NSSLGlobal** is a leading independent provider of Satellite Communications and IT managed solutions with innovation and customer service at the core of our DNA. With over 50 years of experience in the Government and Maritime markets, we leverage deep customer understanding and engineering know-how to deliver technical solutions tailored to our customers unique requirements. We provide broadband VSAT and narrowband services across Ka, Ku, C and L Bands from multiple constellations, Push to Talk capabilities, navigation, positioning and IT solutions.

**NSSLGlobal** enables Commercial, Government and Defence customers to communicate globally at sea, on land and in the air. Offering a range of services including Voice and Data, Safety at Sea, and crew welfare including Wi-Fi, BYOD calling and media and TV content. During disasters our communications services help those in need, and those bringing assistance, bypassing local terrestrial networks. We provide communications on every Royal Navy and Royal Fleet Auxiliary vessel, provide communications to high readiness Commando, Army and RAF units, specialist RAF aircraft and support joint and single service users at home and abroad.

**NSSLGlobal** is a fair and ethical employer and all staff benefit from healthcare, pension contributions, a flexible working environment according to role and skills growth. Headquartered in Redhill, Surrey and with engineering hubs in Newcastle and Cornwall, we also have a global footprint with offices located across Germany, Denmark, Norway, the Netherlands, Sweden, Poland, Singapore, Japan and the United States.

## About the role:

Reporting to the Network Engineer as part of the Enterprise Engineering team.

## Responsibilities:

- Managing, monitoring and supporting the NSSLGlobal network infrastructure
- Managing, monitoring and supporting customer networks
- Work alongside the internal support teams to ensure that NSSLGlobal’s network and customer networks are optimised and secure
- Test, roll out and installation of new products and services into the NSSLGlobal portfolio
- Maintain high quality documentation for the NSSLGlobal network infrastructure.

## Location and Commitments:

- Permanent Full Time Position, based in our in our Redhill office. You need to be located within 1 hour travel of the office.
- On completion of probation, you will be eligible to join our hybrid working schemes which are either:
  - Time in Lieu – Working up to 1 hour per day before/after work to gain an extra day off a month.
  - Work from home on Wednesday’s & Friday’s.

- Competitive Salary.
- Annual bonus based on company and individual performance.
- Pension matched up 7.5%.
- 25 holiday days per year, plus bank holidays.
- Onsite Gym at the Redhill offices.
- Free Parking.

### **Candidate requirements:**

- Must be able to demonstrate technical competency in all that they do with a right first time, every time attitude.
- Degree or HND/HNC in IT/Telecommunication/related area preferred
- CCNA minimum
- At least 2 years hands-on intermediate experience of working with network infrastructure (IP, Firewall, Switching, Routing)
- At least 2 years hands-on experience of SNMP monitoring systems
- Good knowledge of MPLs, BGP, VPN preferred
- Experience of creating and maintaining complex network schemas/diagrams/documentation
- Excellent customer support skills and ability to interact with customers both on the phone and in meetings
- Ability to absorb and quickly gain knowledge of NSSLGlobal's bespoke products and services
- Ability to diagnose complex faults, document, communicate and follow up corrective actions
- Ability to be able achieve DV security clearance

### **Contact us to apply:**

If you would like to apply for this role, please contact our HR Advisor Helen Hammond at [HR@nsslglobal.com](mailto:HR@nsslglobal.com).

Attach your CV advising your current and/or expected package and tell us why you are a great fit for our organisation.