Support: Tier 1 Network Support Engineer

Echo Service Provider:

Echo Service Provider (Echo) is an independent integrator of advanced network and cloud computing services. We offer an aggregation of ISP services to the South African market. By collaborating with multiple ISPs and vendors, we take an independent approach to sourcing, building and managing converged communication networks, allowing us to deliver best-of-breed solutions while remaining vendor neutral. Coupled with the aggregation of these best-of-breed services, our carrier-neutral network adds significant value to our clients. Echo forms a single point of contact for client communication needs such as VPNs, hosting and cloud services, internet connectivity and cybersecurity.

Position Summary:

A Tier 1 Network Support Engineer plays an integral role in delivering effective and efficient technical support, serving as a primary point of contact for customers. The role focuses on network monitoring, troubleshooting, incident resolution, and customer communication to maintain service reliability and high levels of customer satisfaction.

Key Responsibilities:

- Provide timely technical support to customers by diagnosing, troubleshooting, and resolving hardware, software, and network-related problems to minimise downtime and ensure customer satisfaction.
- Efficiently manage service desk tickets, ensuring requests are resolved within agreed Service Level Agreements (SLAs) or escalated to the appropriate support teams when necessary.
- Log all incidents and service requests accurately in the system, ensuring each request is categorised and prioritised according to its severity and urgency.
- Maintain clear communication with customers throughout the troubleshooting process, providing regular updates and ensuring timely resolution in accordance with agreed Service Level Agreements (SLAs).
- Escalate unresolved technical cases to Tier 2 Network Support Engineers, providing detailed information to ensure a smooth handover and continuity of support.
- Collaborate effectively with Tier 2 Network Support Engineers to resolve complex technical problems promptly and efficiently.
- Continuously monitor systems for alerts and potential disruptions, taking proactive action to mitigate risks and maintain service stability.
- Respond promptly to system alerts in accordance with established procedures, taking swift action to minimise the impact on users and systems.
- Provide clear guidance to customers on the Echo support process, educating them on how to submit and track service requests effectively.
- Maintain high levels of customer satisfaction by delivering professional, helpful, and timely support in every interaction.
- Collaborate with internal teams, including Sales, IT, and Projects, to ensure seamless service delivery and address technical challenges effectively.
- Assist with internal technical projects as required, providing technical support to ensure smooth implementation and successful completion.

- Adhere to the shift schedule established by the Service Desk Manager, ensuring availability and consistent service delivery during designated working hours.

Required Competencies and Qualifications:

- 1 - 3 years of relevant work experience in IT support and/or within an (ISP) environment.
- Relevant Juniper and Fortinet certifications, particularly Fortinet NSE 4–7, would be an added advantage.
- Currently pursuing or working towards a Cisco certification, such as CCNP, CCSP, or CCIE.
- Strong network security background.
- Comprehensive knowledge of network technologies and infrastructure solutions.
- Practical experience in configuring, troubleshooting, and maintaining Juniper and Cisco routers and switches, FortiGate firewalls, and related network infrastructure.
- Strong understanding of dynamic routing protocols, particularly Border Gateway Protocol (BGP).
- Understanding of MPLS, IPsec VPNs, L2TP, and GRE tunnelling technologies, including their configuration and troubleshooting.
- Strong knowledge of FortiGate UTM features, including web content filtering, intrusion detection and prevention (IDS/IPS), DoS mitigation, and antivirus protection.
- Hands-on experience in firewall rule base optimisation, auditing, and compliance using FortiAnalyzer and FortiManager to enhance security, streamline policy management, and maintain compliance with security standards.
- Hands-on experience with Fortinet FortiAnalyzer for centralised log management, monitoring, reporting, and security event analysis.
- Strong network troubleshooting skills, including packet capture analysis, traffic flow analysis, and log correlation to identify and resolve connectivity, security, and performance issues.
- Experience in Aruba and HP network infrastructure optimisation, auditing, and compliance.
- Proven ability to troubleshoot HP switches and wireless access points (APs).
- Practical knowledge of Voice over IP (VoIP) technologies and Quality of Service (QoS) implementation to maintain voice quality, minimise latency, and optimise network performance.
- Excellent written and verbal communication skills.
- Strong teamwork and collaboration skills with the ability to work effectively across technical teams.

If you are a technically driven **Tier 1 Network Support Engineer** with strong troubleshooting skills, a solid understanding of networking fundamentals, and a passion for maintaining reliable network connectivity, we encourage you to apply.