



Example of Network Support Job Description

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Our growing company is looking to fill the role of network support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for network support

- Acting as formal escalation point on IT Infrastructure operations
- Provide first analysis on Major Incidents and escalate to proper IT organizations
- Document the process for Major Incidents management
- Regularly review performance and trends on Major Incidents management
- Training of existing, backfilled and ramp up agents in the team on Major Incidents management
- Identifying training needs and provide necessary on job trainings
- Provide technical support and process related assistance to agents in the team
- Work with the Service Desk Director to handle team activities
- Provides technical and/or consulting leadership with extensive knowledge of support, products, applications, methodologies, and technologies and how these technologies interact
- Review and provide input to technical writers, training developers on application specific publications, on-line help implementation, and if appropriate, training class development

Qualifications for network support

- You should have in depth knowledge of configuration management monitoring, traffic and log analysis tools

- Experience of deploying network monitoring tools and fine tuning alerting and reporting
- Demonstrable experience of working for a large enterprise, familiarity with IT frameworks such as ITIL
- Bachelor's degree in Computer Science or relevant experience and evidence of exceptional ability
- Strong technical knowledge in local area network (LAN) and wide area network(WAN) technologies