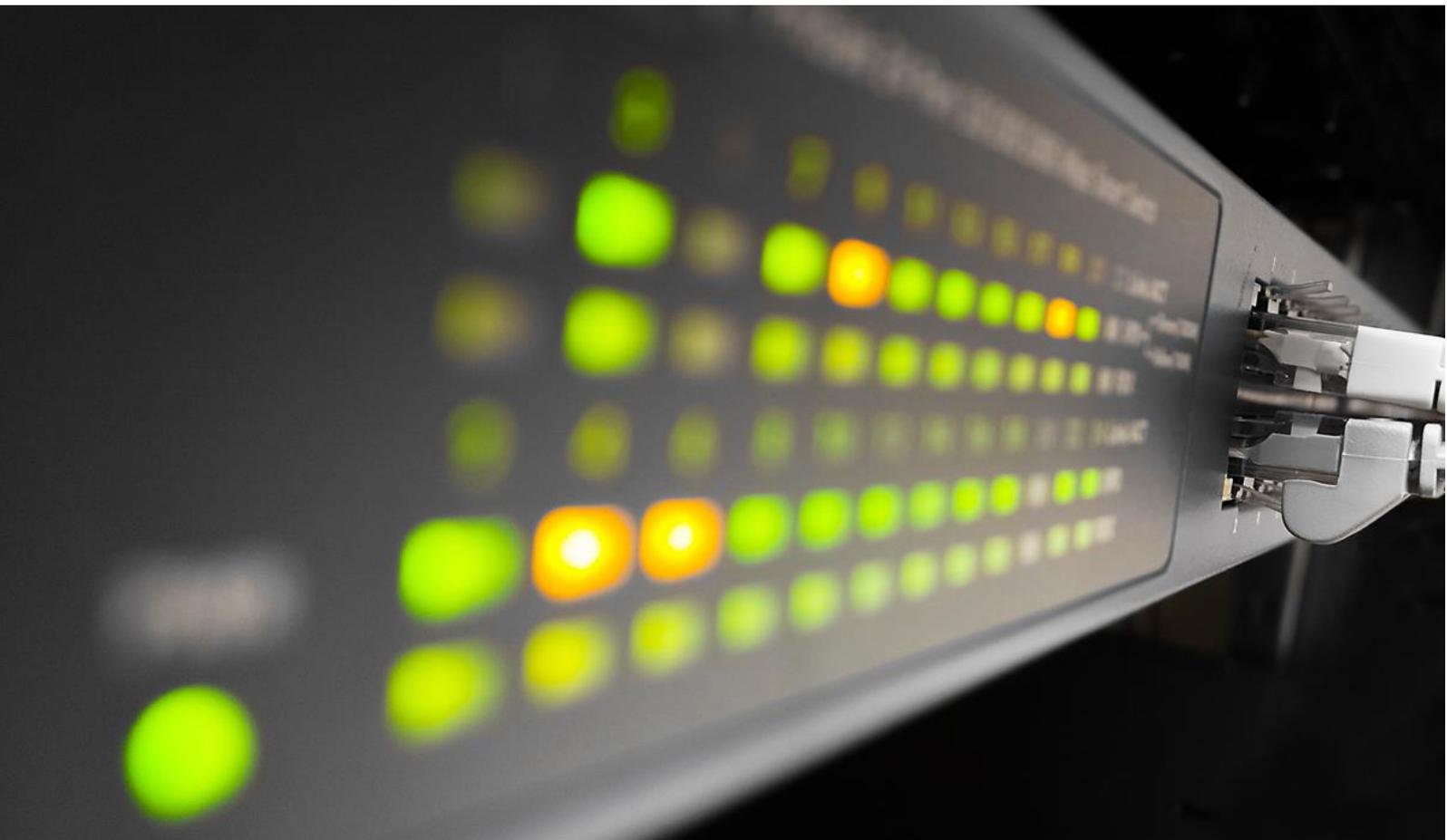# Network Operations Centre Analyst

Job Title

Network Operations Centre Analyst

Department

Network Operations Centre

Reporting To

Matt Everitt, Service Desk Manager, NOC

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Our Company

Wanstor are an IT Solutions company celebrating our 16th year in business. The organisation has grown year on year and currently maintains a team of over 140 staff. With IT Support Offices in Central London and Manchester, we're well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers both small and large. Our solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Wanstor's clients provide a wide variety of fascinating opportunities for motivated technical staff. We employ service-oriented technical experts to work at delivering a variety of hosted and deployed solutions.

We are a growing company with dedicated teams managing networks, storage and co-location. Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country.

As a service-centric organisation, we see people as our best competitive advantage while we strive to provide an unsurpassed service for our customers. We expect a lot from and are extremely supportive of our people as we look to help realise each individual's potential in building a successful career with Wanstor.

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Culture & Benefits

We align ourselves to a core set of values & behaviours.

+ **Customer focused:** Putting customers at the heart of what you do, to consider their needs with every decision you make
+ **Proactive:** You anticipate and act on potential issues to ensure positive outcomes
+ **Mindset:** You learn from mistakes, embrace change, and seek to continuously improve
+ **Integrity:** Do what is right, not what is easy
+ **Teamwork:** You collaborate and communicate to achieve the best outcome for your team and customers

We strive to make Wanstor an enjoyable place to work in a number of ways.

+ Unlimited access to thousands of courses and videos on a wide-range of topics at home and in the office through a LinkedIn Learning subscription
+ Regular office social events and activities, including a weekly BBQ on our terrace in summer, Friday treats, and special Summer & Winter events
+ The opportunity to work within a high growth business while developing your career
+ Committing to reducing our carbon footprint through the Cycle to Work scheme with availability of bike lockers and staff showers
+ A Central London office location 6 minutes' walk from London Bridge or 20 minutes' walk from Waterloo

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The Opportunity

Summary of Job Function

Due to continued growth and investment, an exciting opportunity has arisen within the Network Operations Centre at Wanstor. The NOC team is responsible for ensuring smooth running of both internal and client IT infrastructure by proactively monitoring for faults and other issues affecting service delivery. The successful candidate will join a growing team of skilled analysts with extensive knowledge of and experience in the IT industry, capable of helping you to grow and further a career within the field.

Primary Responsibilities

+ Proactively monitor both internal and customer infrastructure using Wanstor's suite of monitoring tools, including but not limited to the following devices and systems: Routers, Switches, Firewalls, WAPs, Servers, Server applications, Storage, Virtualisation Platforms such as VMware and Hyper-V, and Backups

+ Providing first point of call for incidents raised by monitoring system

+ Undertaking daily backup checks via internal monitoring system

+ Categorising and prioritising incidents based on operational impact and urgency in line with ITIL methodology

+ Responding to incidents identified by Wanstor monitoring systems, triaging and resolving reported issues and escalating these where necessary

+ Identifying and escalating recurring incidents in facilitation of problem management

+ Remote troubleshooting of network connections in LAN, WAN, and WLAN environments

+ Domain and SSL Certificate provisioning and administration

+ Liaison with Third-Party Suppliers where necessary to resolve faults

+ Maintenance and updating of internal documentation
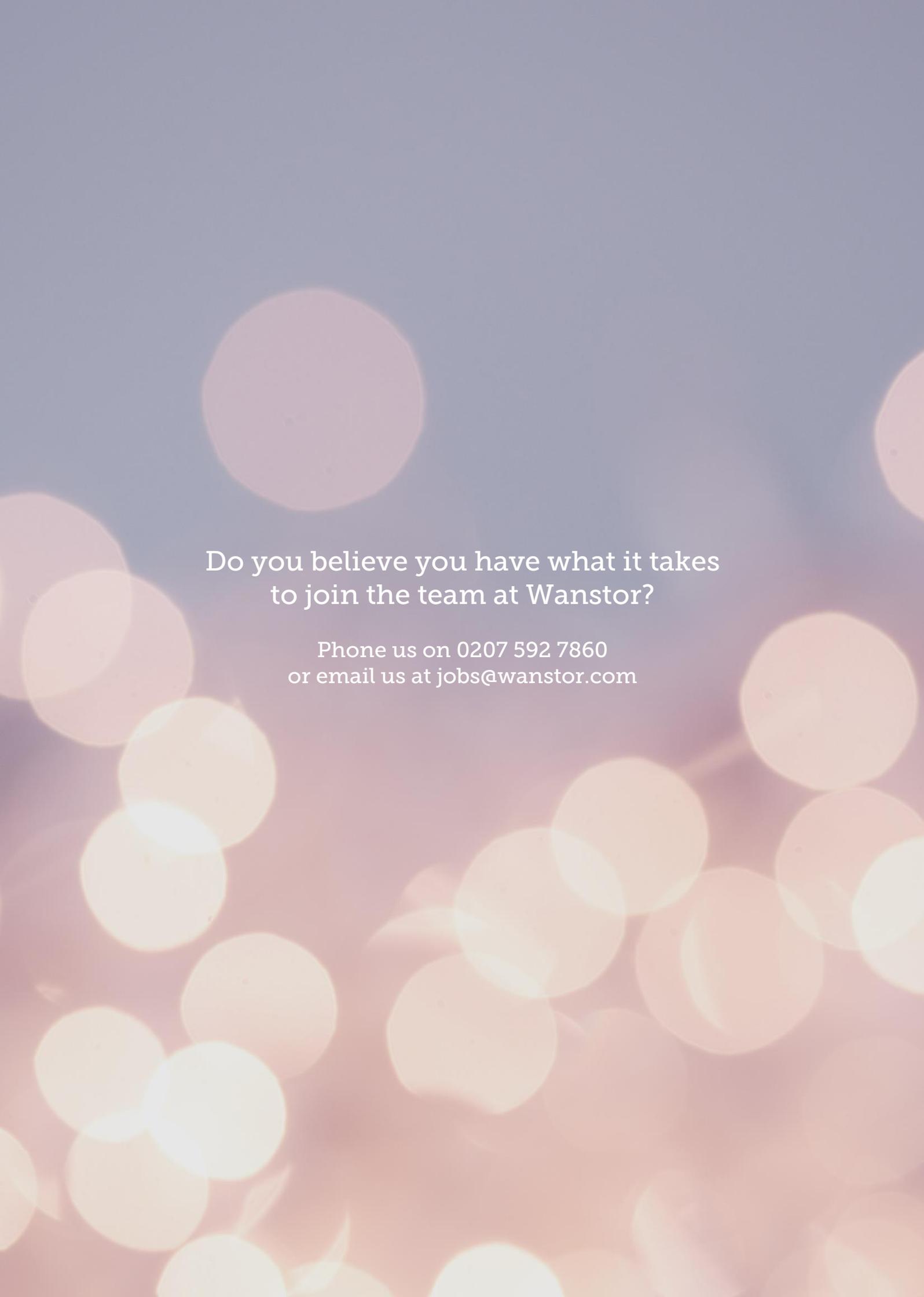
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About You

Required skills and experience

+ Previous IT Support experience
+ Basic networking and troubleshooting experience (LAN, WAN, xDSL)
+ Experience working with Microsoft operating systems
+ Hands-on experience with hardware and network cabling
+ Excellent attention to detail with a logical and methodical approach to troubleshooting
+ Strong customer service skills, with a focus on relationship building, listening and questioning skills
+ Ability to work independently and as part of a team
+ Highly articulate, with a good standard of written and spoken English

Desirable skills and experience

+ Previous experience working for a Managed Service Provider or MSP
+ Entry level networking or Cisco certifications
+ Entry level Microsoft certifications
+ Basic experience working with Fujitsu and / or HP servers
+ Experience using Veeam Backup and Replication
+ Previous experience supporting and monitoring networks, servers or storage is strongly desirable as is any direct experience of using enterprise monitoring products such as PRTG or similar software

Special working conditions

Occasionally you will be expected to work weekends and / or evenings to undertake tasks that require completion outside of normal office hours. Wherever possible Wanstor will limit this occurrence to one evening or weekend shift over a six week period, but instances may vary.

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Do you believe you have what it takes
to join the team at Wanstor?

Phone us on 0207 592 7860
or email us at jobs@wanstor.com