

# SENIOR TECHNICAL ANALYST

# WINNING TOGETHER

**Our business is about technology.  
But first of all, it's about people.**

Do you like finding the answer to complex technical questions? Are you extremely service and customer-oriented? Perfect.

## ACCOUNTABILITY

- Perform a complex range of technical work activities either remotely or at customer site to meet business and customer requirements.
- Contribute to the design and implementation of solutions to meet customer and contract requirements.
- Analyse, Document and report on work completed to ensure compliance with Company and Customer Procedures.
- Ensures that operational documentation is fit for purpose and current to meet customer and contract requirements.
- Develop best practice procedures and guidelines to ensure consistent compliance to customer and company procedures.
- Provides specialist guidance and advice to less experienced colleagues to ensure consistent approach.
- Escalate issues in line with company processes to ensure customer demands are met.
- Able to communicate on complex issues to meet business and customer requirements to avoid escalations.
- Evaluate escalations and resolve appropriately to ensure customer demands are met.
- Provide customer service to internal and external customers to ensure consistent experience.

## EXPERIENCE AND REQUIREMENTS

- 9+ years' experience in managing, maintaining and troubleshooting large enterprise network environments.
- CCNA & CCNP desired. Knowledge in the relevant technology area or relevant work exposure.
- Hands-on experience on Routing & Switching (Cisco, if HP along with would be better)
- Able to explain scenarios and have working knowledge and be able to troubleshoot the functions and operations of gateway redundancy protocols (i.e. HSRP, VRRP, NSRP and GLBP) configurations.
- Able to configure and verify router hardware and software operation using all commands with a strong knowledge of all protocols.
- Able to explain scenarios and have working knowledge and be able to troubleshoot the Wireless Controller (Cisco/Aruba), Cisco Prime/HP IMC, Lightweight AP, Standalone AP, indoor/outdoor AP
- Working knowledge of RADIUS/TACACS tools like Cisco ACS, ISE
- Solid understanding of data centre deployments; Checkpoint CCSA / CCSE qualified

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- Understanding of proxy technologies, ideally Bluecoat, DNS, DHCP tools like Infoblox or QIP
- Understanding of authentication technologies (Cisco TACACS and / or RSA).
- Understanding of load balancers (Citrix, Netscalers, F5, Cisco ACEs).
- Able to work under own initiative, address and resolve problems in a pressurised environment.
- Understands Customer processes that are directly related to his/her work and can speak to Customers to the extent required in his/her work and in order to understand their needs.
- Able to update all documentation and systems as required following resolutions. • Able to follow the various Escalation Matrices (i.e. Vendor, Internal and Customer).

## WHY COMPUTACENTER

Computacenter, a provider of first-class IT services for more than 30 years, is a company where people love to work. The reasons are varied: Some people say it's because they feel like they really matter. Others love to work with big-name clients, showing them the way into a digital future. Maybe you're looking for an exceptional community of colleagues you can rely on and leaders who support your growth? At Computacenter, you'll find many reasons to become part of the family.

## ABOUT US

Computacenter is a leading independent provider of IT infrastructure services, with about 15,000 employees worldwide and a global revenue of over \$6 Billion. We work at the heart of digitisation, advising organisations on IT strategy, implementing the most appropriate technology and managing our customers' infrastructures.

We offer a friendly, open working environment without too much fuss about hierarchy. We are looking for professionals with diverse competencies, personalities and strengths who want to live our shared value of teamwork and performance.

Interested in joining a company with a strong sense of community?

We're growing. We're hiring. We encourage. We empower. We support. #CCwinningtogether

We look forward to receiving your application on [india.careers@computacenter.com](mailto:india.careers@computacenter.com)

