

1st Line Network Support Engineer



Job Description



About us

Onwave are a market leading managed connectivity services provider and Mobile Virtual Network Operator that offer leading-edge services and future-proof network technologies built around our own, fully durable, core network.

Working predominantly within the infrastructure, construction and engineering sectors both within the UK and overseas, where there is a requirement for access to high-speed networking. Onwave focus on delivering fast, reliable, resilient and secure solutions to blue chip customers using a wide array of backhaul technologies including Wireless, Fixed Line, Satellite and Mobile.

Onwave also deliver a range of in-house software and data solutions such as our OWL technology, this combination of solutions provides successful candidates with opportunities to gain knowledge and develop their skills within a business that encompasses both networking and technology.

About the role

Onwave is looking for a 1st line network support Engineer who can provide technical support and 1st line troubleshooting for network issues and are the first point of contact for network-related incidents.

You'll be hands-on, giving technical help to their clients and troubleshooting and resolving technical difficulties and problems.

This is an excellent opportunity for a support engineer to progress within this dynamic and rewarding organisation.

Your main duties

- Provide technical support and troubleshooting for network issues, including network connectivity problems, network hardware and software issues, and network infrastructure upgrades.
- Responsible for handling initial support of service requests related to all network technology, including; routers, wireless access point, networks, and vendor-specific hardware and software.
- Provide support for client networks and applications across the UK and Europe.
- Provide remote and telephone support for client networks and applications.
- Perform network monitoring and analysis to ensure optimal network performance.
- Respond to network-related incidents and service requests in a timely manner.
- Coordinate with other members of the Network Operations technical team, such as system administrators and network engineers, to resolve network issues or escalate as appropriate and implement network changes.
- Maintain network documentation, including detailed inventories of network devices and configurations.
- Collaborate with vendors and service providers to resolve network-related issues.
- Stay up-to-date with the latest networking technologies, trends, and security best practices.
- Adhere to established network management procedures and policies.

About you

- 1 year + experience within the support sector.
- Networking knowledge covering ADSL Broadband, Local Area Networks, Switches & VLANs.
- Understand cabling needs for IT/Telephone System Jobs
- Windows 10/11 Administration & Support
- Strong communication and customer service skills.
- Ability to quickly learn new applications and technologies
- Able to install, configure, upgrade and relocate Network hardware, software and print devices.
- Microsoft Office 365 experience an advantage.
- This role is a 1st Network Support Engineer and can also be known as a Support Analyst, Helpdesk Analyst, 1st /2nd Line Engineer, Technical Engineer, IT Support Engineer and Helpdesk Engineer.
- Any qualifications such as CCNA, Network+, or MCITP would greatly benefit your application.
- Excellent problem-solving and troubleshooting skills.
- Good communication and interpersonal skills.
- Ability to work well in a team environment.
- Strong attention to detail and organisational skills.
- Flexibility and the ability to adapt to changing priorities and technologies.

Desirable

- Certification in network-specific disciplines, such as Cisco Certified Network Associate or Network+ or MCITP

Note

- BPSS checks will be carried out by Onwave.

If this sounds like you, let us know using the details below!