

Job Title: Network Support Engineer

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Company Background:

M12 Solutions is a well-established (2003) & award-winning telecoms and connectivity provider based in Whiteley, Hampshire. M12 Solutions were also the founding joint-venture partners in Wessex Internet, M12 recently sold its stake. M12 was behind the technical architecture, core network and tech support for Wessex Internet which grew to over 2,000 customers and 350km+ fibre. M12 were the main part of the team that won "Best Wireless" at the annual ISP Association Awards.

Following the sale of Wessex Internet, M12 have launched its new connectivity brand – Giganet – which is providing superfast & ultrafast fibre broadband and leased lines to business across the UK. Giganet has its own well-established core Juniper network in London Docklands, and more recently, it has embarked on strategically unbundling key BT Exchanges in The South of England to secure best available commercials and have more control over the delivery of services to customers. Giganet's philosophy is to provide a local expertise for connectivity to customers, and thus be able to provide even better customer service, increased communication, decreased costs and more innovation to customers by removing middlemen and striving to partner and work with the best suppliers.

Giganet's first priority is business-customer connectivity, including FTTC/P broadband and Fibre Ethernet leased line services using Openreach and CityFibre network assets. Longer term, Giganet plans to offer services to consumers, particularly professionals and more premium residential services – however, at this stage, we require systems and processes to be mostly automated, and this candidate will help us in our quest to achieve this automation with in-house development of tools.

The Role:

M12 Solutions are looking for a standout Network Support Engineer who will assist in designing, building and supporting the Giganet core network infrastructure and end customer devices that are required to deliver ISP and VoIP services to customers. The successful candidate will work alongside another M12 Network Support Engineer and report to the Technical Director. The successful candidate will be part of our new brand at an early exciting stage of its development. Part of this role will be helping the Technical Director with the strategic network design required for Giganet, but the day-to-day tasks will be to help build, configure and monitor the core and end customer network devices, provision new services and provide 1st and 2nd line tech support to customers (but ideally 2nd line and above after a short period at M12). Giganet is about innovation, and the candidate ideally needs to have software development experience as we look to automate and systemise as much of the repetitive tasks as possible. They shall buddy with our existing Network Support Engineer who has started work on this automation. The role will be office-based from our Whiteley HQ, but the ability to drive to our data centres (London) and Exchanges across Hampshire is a must. The candidate must be available to be on-call

according to a rota, responding proactively to any core network alarms, as well as assisting with 2nd line troubleshooting and support for business 24x7, high-SLA customers who call in.

There is huge scope for career development at this exciting next chapter in M12's history.

Must:

- The candidate must have a good grasp of ISP networking fundamentals, and preferably has experience working with a similar size ISP and offering the similar product sets.
- Experience of ISP networking for at least 2 years.
- Very good IT knowledge (up to server level).
- Good practical experience of the following: BGP, OSFP, VLAN, MPLS, VRF, VRRP, PPPoE, L2TP.
- Good/basic understanding of coding such as PHP, HTML, CSS, JavaScript, JSON, XML, Perl.
- Experience with Juniper JUNOS and/or Cisco IOS.
- Computer Science degree or IT-related degree 2:1 preferred.
- Role is office-based at our Whiteley HQ.
- Must have a car as there may be some travelling required.
- Must be prepared to be on-call, out of hours, according to a rota between other engineers.
- Great communication skills and very good grasp of written English.
- Ability to self-motivate, work/study/learn independently where required.
- Great team player.
- Desire to be a major part in helping M12 grow its ISP brand and be successful.

Desirable:

- CCNA, CCNP SP, JNCIA-Junos, JNCIS-SP, JNCIP-SP, CMNA or similar qualification.
- Experience with Juniper MX, EX, SRX devices.
- Experience with Cisco ASR devices.
- Experience with Cisco Meraki.
- Experience with VMware vSphere/ESXi.

Package:

- Company laptop, mobile, other tech as may be required for your role.
- Training courses and certifications as your role progresses.
- Superfast broadband for your home.
- 23 days annual leave rising to 25 days after 2 years, + bank holidays.
- On-call allowance and overtime.
- 3% pensions contribution.
- Annual company birthday away day (past trips have included a company Ski Trip to Morzine/motorboats on the Solent/sailing on the Solent.)
- Christmas party.
- Individual bonuses.

Salary:

- Competitive