

## **Job Title:** Network Support Engineer

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### **Company Background:**

Giganet is an exciting local Internet Service Provider (ISP) based in Whiteley, that is the launch partner of CityFibre in Portsmouth, taking ultrafast full-fibre broadband to businesses to transform Portsmouth into a 'Gigabit city'. Giganet have also unbundled key local exchanges in Winchester, Basingstoke and Salisbury and are offering it's uniquely developed full-fibre broadband product UltraBEAM. This is available to over 5,500 postcodes, at prices previously unobtainable.

The Giganet brand may be new, however it's part of the fifteen-year-old and award-winning local telecoms company M12 Solutions.

M12 Solutions were the founding joint-venture partners in another ISP, Wessex Internet. In January 2018, M12 sold its stake in Wessex Internet to back Giganet's exciting and scalable growth plans. M12 was behind the technical architecture, core network and tech support for Wessex Internet which grew to over 2,200 customers and 350km+ fibre from a standing start. M12 were the main part of the team that won "Best Wireless" at the annual ISP Association Awards, winning against stiff competition from Vodafone and London-based Luminet.

Giganet's philosophy is to provide the best connectivity to local SMEs through our close relationships with the network operators of CityFibre and Openreach. Reducing the supply-chain, being innovative with product development, offering fast yet quality updates to customers, and having a high knowledge of the services we provide sets us apart from our competitors.

Giganet's first priority is to offer full-fibre broadband services to SMEs in our local area using CityFibre's network, as well as from the exchanges we have unbundled. However, access to all the major national UK providers ensures that we can provide the best connectivity no matter where our customers are located.

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:**

Giganet 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 Giganet 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 & end customer network devices, provision new services and provide 1<sup>st</sup> and 2<sup>nd</sup> line tech support to customers (but ideally 2<sup>nd</sup> line and above after a short period at Giganet). 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 and Wiltshire 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 2<sup>nd</sup> 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 Giganet and M12 Solutions' history.

### **Must:**

- The candidate must have a good grasp of ISP networking fundamentals, and preferably experience working with a similar size ISP and offering similar product sets.
- Experience of ISP networking for at least 1 year.
- Very good IT knowledge (up to server level).
- Good practical experience of the following: BGP, OSPF, VLAN, MPLS, VRF, VRRP, PPPoE, L2TP.
- Experience with Juniper preferably, or Cisco if not.
- Role is office-based at our Whiteley HQ.
- Must have a car and a clean license, as there may be some travelling required.
- Must be prepared to be on-call remotely, 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 Giganet grow its ISP brand and be successful.

### **Desirable:**

- CCNA, CCNP SP, JNCIA-Junos, JNCIS-SP, JNCIP-SP, CMNA or similar qualification.
- PHP, .NET, SQL, perl coding experience.
- 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.
- 22 days annual leave rising to 25 days after 3 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