

## Technology Infrastructure Support

### JOB PURPOSE & SPECIFIC RESPONSIBILITIES

- Designing and implementing new network solutions and/or improving the efficiency of current networks
- Installing, configuring and supporting network equipment, including routers, proxy servers and switches.
- Configuring firewalls, routing and switching to maximise network efficiency and security.
- Maximising network performance through ongoing monitoring and troubleshooting
- Arranging scheduled updates and maintenance activity for network devices.
- Performing diagnostic tests and repairs, as well as developing data archiving, backup, and retrieval procedures.
- Design and implement network configurations on routers and switches, ensuring effective and secure connectivity of all network devices.

### EDUCATIONAL QUALIFICATIONS

- Bachelor's degree in computer science, information technology, or similar
- Certified Cisco network professional is preferred.

### SKILLSET REQUIREMENTS

- Strong documentation skills
- Good communication skills (both written and verbal)
- At least two years' experience as a network support technician.
- In-depth knowledge of network infrastructure, architecture, connectivity, and security.