

PERSON SPECIFICATION			
Job Title	Senior Consultant (Security)	Reports to	Escalation Team Manager
Location	Daresbury	Department	Escalations Team
Frequency of travel	None	Level (competency)	4
Additional Information		Direct Reports	None
Key Result Area			
<p>To provide high quality support to managed, and non-managed, service customers in respect of Technical Support, Change Control, Escalation and Remote Upgrades.</p> <p>Main roles and responsibilities will include:</p> <ul style="list-style-type: none"> • Own technical escalations from the technical support team through to resolution. • Manage major, high impact technical issues through to resolution • Taking an active role in the quality of support delivered by the support teams. • Delivery of out of hours support via an on-call system. • Be proactive to identify shortcomings in the Vistorm service and implement improvements. • Assist with the strategic and technical development of other members of the support team. • Take an active role in the development of the Vistorm internal IT systems. <p>This position is based in the Daresbury Offices of Vistorm. The company is committed to providing 24 x 7 support, 365 days per year; there is therefore a requirement for the post holder to participate in the on call rota.</p> <p>Although this role is office based there is a requirement that the candidate be able to drive and have their own transport. This is due to the location of the office, that unsociable hours may be worked and there is the occasional requirement for the post-holder to travel to customer sites.</p> <p>Hours of work: Core hours covered are Monday to Friday 0800 - 1800 The working day is covered by shift scheme with staff rotating between the shift patterns: 08:00–16:30, 09:00 – 17:30, 09:30–18:00.</p>			

Skills required			
Essential	Level	Desirable	Level
<p>General Requirement</p> <ul style="list-style-type: none"> ▪ Very Extensive IT experience of customer delivery/customer services (predominantly involved with firewall technologies) ▪ Team player ▪ Good documentation/presentation skills ▪ Self-motivated <p>Key Technical Skills (must have)</p> <ul style="list-style-type: none"> ▪ Strong trouble-shooting skills ▪ In depth knowledge of networking technologies ▪ In depth knowledge of different Security platforms available with experience of building/configuring at least two of the following: <ul style="list-style-type: none"> - Checkpoint FW-1 - Juniper Firewalls - Cisco PIX/ASA - Bluecoat - F5 - RSA - Secure Computing ▪ In depth experience of developing firewall policies ▪ Experience of switching/routing technologies ▪ Familiarity with Linux 		<p>Beneficial Technical Skills</p> <ul style="list-style-type: none"> ▪ Experience of the following technologies: <ul style="list-style-type: none"> - Nokia IPSO - Crossbeam - Checkpoint Integrity - PGP - Fortinet - Checkpoint Provider-1 ▪ Familiarity with Microsoft Office products ▪ Familiarity with Solaris/UNIX ▪ Experience working in an on-call capacity. 	

Competencies

Self-Motivation

Develops longer term and strategic plans and goals for our organisation and for customers, identifying potential issues and taking mitigating action. Operates at optimum effectiveness, even in unfamiliar environments, making improvements to efficiency and quality of service/delivery effort and successfully engaging the commitment of others to adopt high quality standards and balance short and long goals and requirements.

High Standards & High Integrity

Leads by example, representing our organisational values and objectives at all times, demonstrating full commitment to our organisation through everyday behaviour, approach and thinking. Encourages others to work with integrity, providing a context for their contribution to our organisation, and to support developing & establishing common behaviours and values

Customer Focus

Successfully consults with internal & external customers to develop long-term understanding of customers' organisation & strategic aims, developing profitable relationships with key stakeholders, providing value-add product & service solutions to meet customers' key business & personal goals. Is key relationship manager for customer, and is consistently effective in setting realistic and highly beneficial key service standards and deliverables, ensuring that our organisation is always in a state of readiness to effectively meet new and future requirements.

Impact

Anticipates opposing or negative forces that may create obstacles for or prevent personal and organisational objectives from being met and acts to mitigate or remove obstacles, finding cause for mutual benefit between stakeholders wherever possible and using established relationships and professional credibility to resolve issues.

Teamwork

Acts as an advocate of training and development, linking training or upskilling to the achievement of organisational goals. Encourages Represents the needs of others (peers, staff) with managers and budget-holders. Develops & implements training and development initiatives and/or programmes to support organisational development and objectives. Is focused on maximising organisational performance and consults and collaborates with stakeholders to ensure people contribute to these goals effectively.

Planning & Problem Solving

Is a champion of issue resolution and change management, identifying situations where our organisation would benefit from a major shift in direction, gathering, interpreting and analysing complex data to inform business cases and structure concepts. Confidently liaises with stakeholders to progress change, resolve issues and provide solutions to conflict arising from change or non-performance, always providing an appropriate context for activity/solutions that reflect our organisational goals, whilst always retaining a balanced view of the detail.

Business & Commercial Acumen

Creates new and improved products and services and innovative methods of taking these offerings to market. Encourages others to think creatively and to discuss and explore ideas and concepts. Is critical of own ideas and concepts, ensuring practicality and sustainable application of new solutions, tools, processes etc. Improves efficiency and solutions through use and development of technology wherever possible.

Communication

Presents clear and structured arguments/views to defensive or hostile audiences persuasively and fluidly. Gains support and agreement for views and solutions from external groups (i.e. clients) by effectively articulating key messages, ideas and information. Is confident and effective when facilitating communication between others and in leading requirements gathering and interviewing exercises.