



JOIN THE TEAM

3rd Line Service Desk Engineer

Evolving Networks, Nexus House
7 Commerce Road, Lynch Wood
Peterborough, PE2 6LR

+44 330 55 55 333
sales@evolving.net.uk

evolving.net.uk

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About us

Evolving Networks is the UK market leader in Software Defined Networking solutions. We are a fast growing, innovative ISP and software house specialising in the provision of fully managed SDWAN solutions to the UK business market. We have been recognised as the only UK company amongst the top 10 most dynamic SDWAN providers in the world. Our customer base includes some of the largest companies in the UK and we have developed a deserved reputation as a true innovator in the marketplace.

Although we are at the cutting edge of our market, Evolving Networks has been established for fourteen years, is privately held, debt free and stable, with an established customer base.

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Benefits

At Evolving Networks, we have high standards and take our jobs seriously, but we also enjoy each other's company and want to work in a stimulating and fun environment.

To that end, we have:

- An open, relaxed, diverse, and friendly office environment
- Regular company funded social events (curry nights, BBQs, Xmas parties etc.)
- Free internet connection for employees
- Annual leave increase loyalty policy
- Birthday policy – no working on your birthday!
- Free onsite parking
- Company pension scheme with Royal London
- Private healthcare scheme with Vitality Healthcare
- Dog days (bring your dog to work days)
- Free qualification of your choice each year

Are you an Evolvian?

We pride ourselves for the resilient and cutting-edge products we provide our customers, so we apply the same attitude towards the staff we hire to join our team. It is important we all have similar values (not all exactly the same, because that would be boring!) so we can push forward together and be as successful as possible.

Are you:

- Loyal
- Accountable
- Committed
- Honest
- Motivated
- Wanting to make a difference
- Positive
- Able to meet deadlines
- Willing to help others
- Respectful of company policies
- Self-motivated
- Excited to be involved in joining us on the journey



Working week

- 09:00–18:00, Mon–Fri
- Total hours per week: 40

Salary

£30,000 per annum

Day to day tasks

- Acting as escalation point for 1st and 2nd line service desk engineers
- Diagnosing and resolving complex faults with connectivity, security and SD-WAN networking
- Providing concise fault updates to project manager to relay to customer
- Verifying, planning, and completing complex change requests
- Producing or improving documentation to be used for internal training or customer knowledge base
- Assisting with the design of complex SD-WAN networks before implementation
- Configuring and testing complex SD-WAN networks, including high availability clusters, SD-WAN backbones, complex security applications, etc
- Acting as escalation point for failed 2nd line configurations

Qualities Required

- Computer literate (Excel, Word, Microsoft Office)
- Awareness of the essential role of IT within business
- A good standard of written and verbal English
- Ability to listen and follow instructions
- Able to handle a varied work load
- Able to prioritise work load
- Be willing to assist in other areas if needed

Training

As part of our perfect job programme, we are keen to promote and develop our staff, so whilst working in this position the successful candidate will also receive training to achieve an industry appropriate qualification.

