

MS Technical Specialist

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Company: WomenTech Network

Location: United States

Category: healthcare-practitioners-and-technical

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JOB DESCRIPTION

NTT is a leading global IT solutions and services organisation that brings together people, data and things to create a better and more sustainable future.

In today's 'iNTTernconnected' world, connections matter more now than ever. By bringing together talented people, world-class technology partners and emerging innovators, we help our clients solve some of the world's most significant technological, business and societal challenges.

With people at the heart of our success, NTT is committed to attracting and growing the best talent and providing an environment where everyone feels they can belong and their contribution matters.

Want to be a part of our team?

The Security Managed Services Engineer (L3) is responsible for providing a service to clients by proactively identifying and resolving technical incidents and problems. Through pre-emptive service incident and resolution activities, as well as product reviews, operational improvements, operational practices, and quality assurance this role will maintain a high level of service to clients. Their primary objective is to ensure zero missed service level agreement (SLA) conditions. This role is responsible for managing tickets of high complexity, conducts

advanced and complicated tasks, aware of clients high level and low level security architecture and provides resolution to a diverse range of complex problems. This position uses considerable judgment and independent analysis within defined policies and practices. This role applies analytical thinking and deep technical expertise in achieving client outcomes, while coaching and mentoring junior team members across functions.

This role may also contribute to / support on project work as and when required.

Working at NTT

Key Roles and Responsibilities:

Ensures that assigned infrastructure at the client site is configured, installed, tested, and operational

Performs necessary checks, apply monitoring tools and respond to alerts

Identifies problems and errors prior to or when it occurs and logs all such incidents in a timely manner with the required level of detail

Assists in analysing, assigning, and escalating support calls

Investigates third line support calls assigned and identify the root cause of incidents and problems

Reports and escalates issues to 3rd party vendors if necessary

Provides continuous feedback to clients and affected parties and update all systems and/or portals as prescribed by NTT

Proactively identifies opportunities for work optimization including opportunities for automation of work

Coaches L2 teams for advance technical troubleshooting and behavioural skills

May manage and implement projects within technology domain, delivering effectively and promptly per client agreed upon requirements and timelines

May work on implementing and delivering Disaster Recovery functions and tests

Knowledge, Skills and Attributes:

Ability to communicate and work across different cultures and social groups

Ability to plan activities and projects well in advance, and takes into account possible changing circumstances

Ability to maintain a positive outlook at work

Ability to work well in a pressurized environment

Ability to work hard and put in longer hours when it is necessary

Ability to apply active listening techniques such as paraphrasing the message to confirm understanding, probing for further relevant information, and refraining from interrupting

Ability to adapt to changing circumstances

Ability to place clients at the forefront of all interactions, understanding their requirements, and creating a positive client experience throughout the total client journey

Academic Qualifications and Certifications:

Bachelor's degree or equivalent qualification in IT/Computing (or demonstrated equivalent work experience)

Relevant certifications depending on technology domain expertise such as

CCNP in Security or PCNSE certification or Firewall Vendor related certification is good to have along with advance technical certification like CCIE, CISSP.

Required Experience:

Seasoned Managed Services experience handling complex Security Infrastructure

Seasoned experience required in Engineering function within a medium to large ICT organisation

Seasoned working knowledge of ITIL processes

Seasoned experience working with vendors and/or 3rd parties

Skills Summary

Automation Tools, Cloud Security, Firewalls, Local Area Network (LAN), Palo Alto Networks Prisma Access Secure Access Service Edge (SASE), Security Technologies, TCP/IP Networking, Threat Management

What will make you a good fit for the role?

Workplace type:

Hybrid Working

Equal Opportunity Employer

NTT is proud to be an Equal Opportunity Employer with a global culture that embraces diversity. We are committed to providing an environment free of unfair discrimination and harassment. We do not discriminate based on age, race, color, sex, religion, national origin, disability, pregnancy, marital status, sexual orientation, gender reassignment, veteran status, or other protected category

Join our growing global team and accelerate your career with us. Apply today.

A career at NTT means:

Being part of a **global pioneer** – where you gain exposure to our Fortune 500 clients and world-leading global technology partners and work with a network of over 40,000 smart and diverse colleagues across 57 countries, delivering services in over 200 countries.

Being at the forefront of **cutting-edge technology** – backed with a 150-year heritage of using technology for good. With 40% of the world's internet traffic running on our network and where Emoji were first invented, you can be proud of the group's many new 'firsts'.

Making a difference – by doing meaningful work that helps to shape the future for our clients, and across industries and communities around the world.

Being **your best self** – in a progressive 'Connected Working' environment that promotes flexibility, connection and wellbeing. Where diversity and different perspectives are embraced to ensure equal opportunities for all.

Having ongoing opportunities to **own and develop your career** with a personal and professional development plan and access to the broadest learning offerings in the industry.

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