NETWORK SECURITY SPECIALIST

TCS's Service Desk combines customer service and technical support to ensure our Client's network security and technology infrastructure support needs are met.

The Network Security Specialist provides support for our client's security infrastructure. The expectation is that the majority of incidents are first call resolution and being resolved remotely from our Network Operations Centre.

This position is client-facing and requires a customer service, technical support and consulting mindset where supporting customer security, business solutions and customer service are the primary focus. This position will interact with all levels of our clients. The success of this position depends on strong customer service, strong technical and analytical skills, effective documentation, and excellent communication skills.

CUSTOMER SERVICE RESPONSIBILITIES:

- Respond to and log all security inquiries received from clients via telephone, email, or web site within the Ticketing System
- Respond to all alerts received from TCS monitoring tools and document all actions within the Ticketing System
- Maintain detailed documentation and update tickets for all incoming security support requests
- Manage the CAB process
- Keep well documented and updated case notes on all tickets
- Provide communication to clients on outstanding ticket status within SLAs
- Identify, analyze, troubleshoot and resolve client security change requests
- Work as a team member to collaboratively resolve client requests and technical issues with other team members, partners and vendors
- Participate in group discussions, meetings and company staff meetings and events

TECHNICAL RESPONSIBILITIES:

- Provide incident management including troubleshooting Security Incidents, monitoring all NGFWs for potential security risks and configuration compliance, troubleshooting WiFi Networks, Internet Connectivity, as well as completing client change requests
- Producing security reports based on findings and assessments
- Create and maintain comprehensive documentation relative to security processes, customer networks, etc.
- Consult with the customer to create network security policies
- Manage multiple incidents at one time
- Ask and gather pertinent business and technical questions during incident management and accurately record in ticketing system
- Properly escalate or dispatch tickets to a higher level of support as necessary including service that exceeds skill level, reasonable repair time or any other issue that could impact customer satisfaction
- Conducting proactive research to analyse security weaknesses and recommend appropriate strategies
- Identifying current and emerging technology issues including security trends, vulnerabilities and threats
- Maintaining all the software and hardware in relation to security

REQUIRED SKILLS:

Excellent verbal and written communication skills – The Network Specialist must make the customer feel like their concerns are being appropriately addressed either on the phone or in email; and must be able to communicate details of the problem and the initial troubleshooting steps effectively if escalation internally is required.

- Technical skills to troubleshoot and resolve questions/issues with NGFW deployments, WiFi deployments, Forti Client, VPNs, Security Monitoring Systems, etc. Deep **Fortinet** experience required
- Minimum NSE 4 Certification with preference given to NSE 6 and above
- ITIL Certification
- Technical skills for trouble shooting network/internet connectivity. Experience with multiple vendors an asset. Ie. Cisco, Aruba, Dlink, etc.
- Data packet capture and analysis

- Exceptional customer service and phone etiquette skills
- Excellent organization skills to be able to carry out assignments with minimal supervision
- Ability to work on multiple, concurrent tasks and adapt to shifting priorities
- Detail oriented and strong problem-solving capabilities
- Ability to work proactively and collaboratively with entire staff
- Strong conflict resolution skills and negotiation skills are essential
- Ability to adjust work schedule to meet deadlines and work independently
- Strong follow-up skills to ensure that incidents are handled in a timely manner
- Accountability, adaptability, assertiveness, dependability, initiative, and responsiveness are essential
- Strong documentation and writing skills
- Desire and demonstrated ability to continuously learn new technologies and processes.
- Strong computer skills and proficiency with Microsoft Office

HOURS/WEEK:

- Full Time M-F shifts covering 7:30am – 7:30pm. Occasional after-hours work may be required. On Call shift rotation required. Schedules may change at company's discretion.