



Job Description

IT Infrastructure Engineering - Junior Support Engineer

BCA operates the largest used-vehicle marketplace in the UK and Europe operating in 10 countries, 60 different locations, selling 1.3 million vehicles per annum. BCA touches over 3.5m vehicles a year as it provides services along the vehicle life cycle from port to dealerships for new vehicles to refurbishment and logistics for used vehicles and the core re-marketing and auction operations.

The IT Infrastructure Engineering - Junior Support Engineer, is responsible for supporting and providing all aspects of 3rd line technical service and support. The role ensures our vital network and telephony services are effectively monitored, supported, maintained and reported in ensuring the delivery of fit for purpose network services 24x7x365.

You will have proven network, telephony and supplier management experience along with the ability to manage, cross train and document key elements of our network service estate.

The successful role holder must be passionate about network and telephony services and the delivery of great IT customer service and support. You will be a strong advocate of adhering to documented, reusable policies, process and procedure, and working alongside our IT Transformation teams you will ensure the highest standards of networks service and support are maintained at all times.

Main purpose of job:

Reporting to the IT Infrastructure Engineering – Support Manager, you will be expected to manage both business as usual support activities such as incident, Problem, patching, capacity management needs whilst supporting the seamless integration of new project based and architectural change demand.

The role will require you to adhere to and enforce our network and telephony standards and ensure these standards continually meet our business requirements.

Your key responsibilities will include but are not limited to:

- Supporting BCA's Networking and telephony communications infrastructure services.
- Provide technical hands on support for our network hardware and software services.
- Ensuring adherence and assist in driving forward our network, data and voice communication standards, policy process and procedure.
- Configure, amend, troubleshoot multi-site to site and client based VPNs.
- To assess and compile detailed reporting metrics for specific service demands covering subjects such as performance, capacity and supplier management performance. .
- To review and monitor the stability of our network services and ensure availability and performance is maximised and within vendors recommended guidelines.
- Investigate network device and system logs on a regular basis to ensure necessary actions are taken to minimise service disruption to the business.
- To manage effectively our network and Communications configuration management database items (CMDB).
- Management and control of network and telephony services in accordance with our change control procedures.



- Attendance at CAB (Change Advisory Board) meetings to ensure network services are being changes are being integrated appropriately.
- Assist and lead where possible with service installations and upgrades of our network services.
- To document supporting procedures for our IT Service Desk and operational support functions (1st time fix procedures, 2nd line support documentation along with clearly documented workarounds).
- To support network service events that may require assistance and implementation during out of hours' schedules such as evenings, weekends and bank holidays.
- Participation with out of hours support on a rotational basis.
- Support of regular network penetration testing and vulnerability scanning assessments.
- To lead supplier service review meetings with our key suppliers and ensuring tangible value is consistently being delivered.
- Travel to our business locations and supplier sites as and where required to ensure our network and telephony services are being delivered to business and service level expectation.
- To undertake any other miscellaneous or non-recurring duties related to the post as may be directed.

Role Experience

- Sound understanding of TCP/IP, DHCP, switch, routing and associated configuration.
- Hands on WAN, LAN, VLAN, and Wireless Networking exposure.
- Network security understanding of technologies such as Firewall, Load Balancing, IDS/IPS and mobile device management.
- Vendor experience of network device equipment such as HP, Cisco, Fortinet and Radware. Configuration of ADSL broadband technology, VPN Service and failover capabilities.
- Experience of IP telephony solutions such as (Mitel / Index / SpliceCom)
- Working knowledge of network cabling infrastructure and design, including fibre backbone, Cat5e / Cat6.
- Experience of network storage area (SAN) device configuration.
- Exposure to Microsoft server platforms such as Server 2008 and 2012 and virtualisation services such as VMware, Hyper-V and Citrix.
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Required Competencies

- Excellent written, verbal communication and presentation skills.
- A self-motivated, engaging and customer facing technical service specialist who is able to build effective customer and supplier relationships.
- Pragmatic and flexible attitude in supporting our network and telephony services 24x7x365.
- Ability to effectively manage high volumes of competing demand and priorities.
- Excellent network and telephony problem determination skills.
- Real world and hands on 3rd line network support, incident and problem management experience.
- Be prepared to travel to our UK and EU locations as and where required and provide out of hours support on a rotational basis.



- To undertake any other miscellaneous or non-recurring duties related to the role as may be directed.

Desirable Skills

- A minimum of 3-5 years' network and technical hands on experience.
- Network qualifications such as CCNA®, CCNP®, CompTIA®.
- IT Service management qualification such as ITIL V3 Foundation.
- Understanding of the 7 layer OSI model and associated protocols.
- Configuring and supporting MITEL telephony services (VoIP)
- Hands on experience of LAN, WAN, WLAN software protocols, IP protocols OSPF and BGP
- Sound understanding of routing, Switches, MPLS, data centre and security technologies including network Firewalls.
- Ability and willingness to learn, understand and support new technologies.
- To be organised, self-motivated and team player.
- Ability to mentor others and foster strong working relationships.
- Experience of supplier management and driving contractual adherence in order to deliver service and value.

Working Hours

Monday to Friday 9.00am – 5.30pm

Working for BCA you will receive;

Benefits include a minimum of 31 days holiday Inc. Bank Holidays

Company pension scheme

Internal promotion as much as possible

Excellent Learning & Development training options

Free parking onsite

Cycle to work scheme

Subsidised restaurant that delivers

Reward scheme that offers online and high street discounts

If you're looking for a career that has great teamwork, training, rewards, long-term scope and is going places - apply now!

Please send your CV to recruitment@bca.com to apply