

Connectivity Support Specialist

ASX Position Description

ASX Flexible Working

We recognise that employees need to balance work and personal lives. ASX offers all employees the opportunity to apply for flexible working.

ASX Opportunity Snapshot		What's On Offer
Role:	Connectivity Support Specialist	The role is to be part of the Connectivity Support team who are continually shaping and developing how we facilitate and support the network/customer server requirements for our services at the ASX.
Reports to:	Manager, Service Delivery	
People Management:	NA	The team is critical to the ASX as the Connectivity Support team are responsible for all connectivity into and around the ASX.
Budget:	NA	
Team:	Connectivity Support	The role will primarily focus on supporting this infrastructure and building on our record of customer service excellence.
Date:	July2021	
Location:	Sydney, NSW	
Flexible Role:	Yes	

What you'll do:

- Support ASX connectivity and technical service products and offerings.
- Plan, Build and Implement connectivity for the ASX and its customers
- Configuration management, asset management and records maintenance.
- Assisting and supporting business initiatives and projects in an agile manner.
- Improve processes and create efficiencies.
- Drive change with innovative technology solutions.

What you've done:

- Strong knowledge of network routing/switching
- Strong knowledge of data centre services and cabling
- Excellent customer service skills

- Service orientated background.
- Mid-level knowledge Linux based operating systems.

And if you've got some of this, even better:

- CCNA/CCNP/CCIE
- Knowledge of Gartner top quadrant networking technologies
- Understanding of Security in Networking.
- Experience in Service Provider solutions.
- Knowledge and support of server operating systems
- Understanding of routing protocols such as BGP, OSPF
- Experience with multicast networks and trading platforms.
- A strong passion for automation and repeatable processes.

What you need to enjoy and be good at for this role:

- Team player but able to operate holistically
- Work with cross functional teams to ensure positive customer outcomes
- Manage all stakeholders in and outside of the ASX
- Take ownership over issues that you are involved in.
- Acceptance of implementing change to support growth and development.
- Proactively seek to educate and develop others.
- Excellent written and oral collaboration skills.
- Confront problems, suggests solutions and drive accountability and delivery through to conclusion.
- A can do attitude towards work.