

## Role: Senior Servicedesk Engineer

### About the company

Principle Networks is an award winning and ISO certified Managed Services Provider, delivering specialist IT Services to both Private and Public Sector Enterprises. We deploy and manage software-defined network, security, and cloud infrastructure platforms – helping enterprises worldwide to transform legacy infrastructure into modern day services which deliver better protection, more control and agile speed of change.

The business was founded in 2018 by industry specialists Alex Steer and Russell Crowley. The objective was to create a modern MSP which would challenge the traditional Telecoms / VAR hierarchy in the UK.

In less than six years of trading, the business has grown rapidly to a point where it now employs circa 25 in-house staff across the UK, has £6m in annual revenues, and supports enterprises such as Universities Superannuation Scheme, Card Factory Plc, TVS Supply Chain Solutions and the various Public Sector agencies across the UK. Principle Networks are one of a handful of companies that are Zscaler authorised partners, trusted and certified to design, deploy, and support Zscaler's Zero Trust solutions across both cloud and hybrid environments.

From a people and technology perspective, we do not operate a traditional office environment, and all our services are cloud based. As a result, all staff are home-based/mobile workers, which in turn opens a global talent pool and enables us to scale easily into different geographies.

The operations side of the business is a small team of approximately 10 very skilled employees, which includes Cisco CCIEs, CCNPs, Fortinet NSE4s, NSE5s, NSE7s, Zscaler certified ZCSS/ZCDS and developers, project managers and senior operations management.

Our goal is to become a globally recognised deployment & services provider for cloud-managed network, security, and infrastructure platforms. Due to rapid growth and increase in demand, we are searching for ambitious, experienced people to join the team and play a key role in driving the business towards its growth objectives.

### About the role

Principle Networks is seeking a highly skilled and motivated individual to join our team of 3rd line engineers. The successful candidate will focus most of their time on Servicedesk duties, with the opportunity to get involved with project work. As a successful candidate, you will be liaising with our customers (fellow IT professionals) with complex problems and change requests as we help them co-manage their Network and Security solutions. Engineers will also join an on-call rota to ensure our customers are supported 24/7.

### The Ideal Candidate

The ideal candidate will have excellent telephone skills, friendly, well-organised, and have a great rapport with our customers. They will be able to clearly understand a customer's problem, ensure it is logged correctly and resolved within a timely manner.

### Key Responsibilities

A Principal Networks Senior Service Desk Engineer typically has the following key responsibilities:

- **Advanced Technical Support:** Provide expert-level troubleshooting and resolution for complex network issues, ensuring minimal downtime for users.
- **Incident and Problem Management:** Lead the incident management process, prioritising and resolving high-impact incidents while identifying root causes and implementing long-term solutions.
- **Network Monitoring and Maintenance:** Utilise monitoring tools to proactively manage network performance, ensuring optimal functionality and availability.
- **Documentation and Knowledge Management:** Create and maintain detailed documentation for network configurations, procedures, and troubleshooting guides to support the service desk team and end-users.
- **Collaboration with IT Teams:** Work closely with network engineering, cloud, security, and other IT teams to ensure effective communication and coordination on network-related issues and projects.
- **User Support and Communication:** Act as the primary point of contact for issues, providing clear communication and updates throughout the resolution process.
- **Project Participation:** Collaborate on network upgrades, implementations, and migrations, providing technical input and ensuring alignment with business needs.
- **Change Management:** Assist in the planning and execution of changes to the network infrastructure, ensuring minimal disruption to services.

- **Compliance and Security Assurance:** Ensure that network operations adhere to security policies and compliance regulations, addressing any vulnerabilities promptly.
- **Continuous Improvement:** Identify and implement opportunities for process improvement within the Servicedesk to enhance overall efficiency and service delivery.
- **Training and Knowledge:** up to date with industry best practices and new technologies, applying them to improve.
- **Mentorship:** Mentor junior engineers, offering training and support to enhance their technical skills and knowledge of network technologies.

This role demands a strong combination of technical skills, organisation, and a commitment to customer service excellence.

**Key requirements for the role are:**

- Minimum CCNP level certification/expertise preferred.
- Strong Layer 2&3 Networking expertise.
- Experience with supporting Zscaler ZIA/ZPA – ZCSS desirable, but not essential.
- Zscaler delivery is a bonus (ZCDS)
- Strong Security Awareness principles and practice.
- Excellent communication skills and willingness to work remotely and on-site with customers.
- The ability to work both autonomously when required, or as part of a close team when collaborating on a wider solution/fault.
- Experience with several of, or all of WAN, LAN, Data Centre switching and Security (Cisco, Aruba, Meraki, Palo Alto, Fortinet, and Zscaler).
- Experience handling, managing, and resolving customer support incidents (Ticket Management).
- The ability to liaise effectively with service providers (TalkTalk, Vodafone, GTT etc.).
- Experience of dealing with vendor TAC support services (Cisco TAC/Fortinet/Microsoft etc.).
- Knowledge or understanding of Software Defined Networking and SD-WAN.
- Willingness to learn new technologies and apply to their role.
- Join an on-call rota to ensure our customers are supported 24/7.
- Overtime and OOH work available.
- UK Driving Licence.

Location: Remote working – home based with travel to customer premises where required (Not often).  
Reporting to: Head of Operations  
Salary: £35-45k + benefits (depending on experience)

We offer a competitive salary and great benefits, including 25 days holiday plus your birthday. If you are interested in this exciting opportunity, please submit your CV and a cover letter highlighting your relevant experience and qualifications. We are rapidly growing company with opportunities for career progression within the technical team.

**Benefits**

- Competitive salary and benefits package
- 100% Remote working with flexibility
- 25 days holiday plus your birthday off
- Private Healthcare
- Death in Service Cover
- Enhanced Maternity / Paternity package
- Regular company activities
- A friendly and inclusive working atmosphere
- Technology Salary offset scheme.
- Career progression opportunities within a fast-growing technical team
- The opportunity to work with innovative technologies in a dynamic, modern MSP environment.

**How to Apply**

If you are a motivated individual with a strong mix of technical expertise and customer service skills, we would love to hear from you. Please submit your CV and a cover letter to [enquiries@principle-networks.com](mailto:enquiries@principle-networks.com) . Alternatively, feel free to call **03330 124003** (option 2) for more information.

This role offers a unique opportunity to lead a critical function in a growing company, ensuring smooth operations and client satisfaction while continuing to develop your technical and leadership skills.