Department:	Global Support	Location:	Warsaw, Poland
Position:	Network Support Engineer	**Apply to:** https://f5.com/careers/search-jobs?reqid=RP1008187	

What we do:

F5 helps organizations seamlessly scale cloud, data center, and software-defined networking deployments to successfully deliver applications to anyone, anywhere, at any time.
F5's products allow our customers to build a dynamic infrastructure that aligns their IT capabilities with their evolving business needs. F5 creates a unified and flexible architecture that enables our customers to simplify management, reduce costs and deliver faster and better service to their customers and employees.

Attractions of the Internship:

The Network Support Engineer (NSE) provides remote enterprise assistance on F5 solutions to internal and external customers and F5 partners. NSE I's handle multiple active cases of moderate scope where analysis of customer network environments and customer specific data requires a review of a number of factors to arrive at a conclusion which can work around, restore or resolve the customer's problem. NSE I's aim to keep customer's satisfied. They exercise judgment within an ISO certified Quality Management System set of defined procedures in order to build a plan of action and take appropriate action, with supervision from more experienced NSEs. NSE I's receive general instructions on routine work, and detailed instructions on new projects or assignments. Work hours are scheduled shifts corresponding to forecasted customer activity. NSE I's are generally proficient with a number of troubleshooting tools and equipment in the course of providing resolutions to cases. They build productive working relationships internally, to their peers, Escalation Engineers, and Managers, or related F5 departments and externally, to customers and partners. NSE I's provide communication to our customers, by phone, email and/or WebEx, and accept ownership of issues until a resolution is delivered, providing high customer satisfaction.

Primary Responsibilities (Applicable depending on the team):

- Exercises judgment to provide a moderate level (Level 1 and Level 2) technical support to troubleshoot and resolve hardware and software issues on F5 product and services, based on data analysis of a variety of customer specific factors.
- Proactively and effectively communicates status, plan-of-action, and resolution of issues based on an ISO Quality Management System defined set of procedures.
- Provides F5 customers and partners with a consistently high-quality support experience
- Participates in on-going training with F5 products and related technologies
- Maintains high schedule adherence (work hours and on-phone time)
- Effectively manages case escalations to tier 3 (Engineering Services) while maintaining customer communication, with assistance/mentoring from senior support personnel or management
- Manages multiple complex cases and prioritizes based upon customer and business needs
- Responsible for upholding F5's Business Code of Ethics and for promptly reporting violations of the Code or other company policies.
- Performs other related duties as assigned.

The Job Description is intended to be a general representation of the responsibilities and requirements of the job. However, the description may not be all-inclusive, and responsibilities and requirements are subject to change.

Knowledge, Skills and Abilities (Applicable depending on the team):

- Hands-on technical experience with internetworking/data center operations including LAN/WAN operations.
- Exposure to UNIX. Some experience with Linux, preferably Red Hat. Some exposure to VMWare or equivalent hypervisors preferred.
- Knowledgeable in TCP/IP protocols and the OSI model
- Proficient with Windows OS
- Able to work under general instruction on routine work.
- Evidence of building strong internal/external relationships; within a team environment preferred.
- Nice to have experience with a main Customer Relationship Management system. Siebel experience preferred.
- Analytical thinker with strong attention to detail
- Must be able to read, write and speak English fluently, including technical concepts and terminology. Multiple language skills a plus.
- Should be able to effectively relay technical information to customers of varying skill levels

Qualifications

- 0 to 2 years of experience in a professional technical support role or equivalent experience, working with relevant technologies
- Academic First Tier Qualification (such as Associate/Foundation/Higher National Diploma, AA/AS) preferred or equivalent job experience.
- Certification to 101 level certification is expected to be achieved at NSE I level in their core module area of expertise.

Physical Demands and Work Environment

- Duties are performed in a normal office environment while sitting at a desk or computer table. Duties require the ability to use a computer, communicate over the telephone via headset, and read printed material.
- Working in an environment where work hours are scheduled shifts corresponding to forecasted customers activity. This role may be required to work outside of core business hours, including early morning, late evening, overnight, weekends, and/or holidays as needed.
- Occasional travel may be required (5% of work time)

F5 Networks, Inc. is an equal opportunity employer and strongly supports diversity in the workplace.