

Network Support Engineer Intern - internship ID 4657200 (FEIT approved)

Cisco Meraki

📍 Sydney, Australia

DETAILS

Overview

At Cisco Meraki, our Network Support Engineer Interns act as key players on the Support team! You will troubleshoot cases that cover the entire Meraki product line, including our wireless access points, security appliances, switches, and Systems Manager application, just like our full-time engineers. With a steep learning curve and a fun, challenging work environment, our interns come out of the program with a deeper understanding of networking, stronger problem-solving skills, and a mastery of customer support that will carry with them for the rest of their careers. Our interns are an integral part of the Support team - we look for smart, passionate individuals who are open to taking on any task and are proactive in helping the team. The position is full-time and located in Sydney..

Responsibilities

- Research and resolve issues reported by Meraki customers and partners
- Identify issues suitable for entry in the Meraki Knowledge Base
- Write, review, and release KB articles
- Assist with lab testing work as needed for Meraki products
- Identify, reproduce, and document bugs
- Have a project in mind? Let us know and we'll help to make it happen!

Qualifications

- Must be a Junior or Senior working towards a B.S in Networking and Systems Administration, * Computer Information Technology, Network Technologies, Computer Science, or a related discipline from an accredited university - Not accepting Masters students

- Basic understanding of networking fundamentals, e.g. be able to explain the functions of and differences among the link, network, transport, and application layers
- A passion to assist and problem-solve with our customers
- Outstanding account management, follow-through, and problem-solving skills
- Resourcefulness and attention to detail
- Excellent communication skills, both written and verbal

Cisco is an Affirmative Action and Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, genetic information, age, disability, veteran status, or any other legally protected basis. Cisco will consider for employment, on a case by case basis, qualified applicants with arrest and conviction records.

APPLICATIONS

Applications close on **1 May 2019**

To apply, go to /students/jobs/ProceduresRedirect/4657200)

ABOUT CISCO MERAKI

We create 100% cloud managed IT that simply works

Technology can connect us, empower us, and drive us. At Cisco Meraki, we believe that by simplifying powerful technology, we can free passionate people to focus on their mission and reach groups previously left in the darkness.

Founded in 2006, Meraki has grown to become an industry leader in the IT space, with over 230,000 customers and 3 million network devices and counting online around the world. Our comprehensive set of solutions includes wireless, switching, security, communications, EMM, and security cameras, all managed through Meraki's web-based dashboard interface. This allows customers to seize new business opportunities and reduce operational costs.

OTHER INFORMATION

Type Of Work

Internship/Vacation Program/Cadetship

Contract Type

Temporary

Contract Hours

Full Time

Remuneration

Paid

Commences

2019

Residency Requirements

All candidates considered including international students

Posted 19 Oct