# Network Support Engineer Lead

Come work at a place where innovation and teamwork come together to support the most exciting missions in the world!   
  
POSITION SUMMARY: The NSL is a pivotal and critical role in Network Support operations. NSLs are individuals that have demonstrated acumen as it relates to process understanding and organizational leadership. NSLs demonstrate these abilities within a highly transactional environment. The Global NSL teams are empowered to ensure case distribution is timely and accurate 24x7. They must ensure NSEs are positioned for success in subsequent case handling. These individuals are sourced with an understanding that they are likely to pursue supervisory roles in the future. NSLs have demonstrated successive increase in responsibilities throughout their employment at F5. NSLs provide critical feedback to Support Managers on staffing and employee effectiveness. NSLs represent F5 Support positively at all times with strong understanding of business objectives and are charged with upholding such standards in their daily responsibilities. NSLs are fully aware of quality standards to include ISO certified process. NSLs are required to handle case work as defined to round out their role. It’s with this understanding they develop empathy and understanding of the NSE job function and incorporate said understanding in their role. NSLs deliver exceptional customer service and endeavor to improve efforts to increase customer satisfaction within the organization. NSLs are expected to maintain their technical expertise with continuing training as offered by F5. NSLs leverage all communication means in a timely manner to update customers both internal and external. In a professional manner NSLs represent Network Support across departments.   
  
PRIMARY RESPONSIBILITIES:

* Maintain new case queue. Ensure timely and accurate distribution of cases at all times. Ensure new case queue is healthy with daily updates to Support Management
* Review and assign Shift Report items in a timely and effective manner
* Forge strong ties with other NSLs globally. Maintain a larger perspective of operations with specific emphasis on health of case queues across Support Centers
* Provide timely responses to TSC call back requests(CBR) to ensure case continuance is maintained during each Support Centers hours. Provide timely updates on their own cases and NSE cases when called upon
* Understand operational metrics and how their role influences said metrics
* Maintain their own metrics as related to their own case work.
* Effectively manages case escalations to Engineering Services while maintaining customer communication, with limited assistance/mentoring from senior support personnel or management
* Deliver Support Presentations as directed by managment
* Provides F5 customers and partners with a consistently high-quality support experience
* Assist Support Management in delivery and enforcement of processes and procedure
* Perform case reviews when called upon by management
* Working closely with management, develop and improve NSE best practice training and help deliver training
* Participates in on-going training with F5 products and related technologies with regard to own development
* Maintains high schedule adherence regarding work hours
* Responsible for upholding F5’s Business Code of Ethics and promptly reporting violations of the code or other company policies
* Perform additional projects as required

QUALIFICATIONS:

* Bachelor’s Degree or equivalent work experience required
* Certification to 201 level certification

KNOWLEDGE, SKILLS AND ABILITIES Considering the essential duties and responsibilities of the job, list the knowledge, skills, and abilities necessary to perform those functions at a competent and proficient level.

* Excellent customer service skills together with experience supporting corporate customers and service providers in production environments
* Hands-on technical experience supporting F5 products/modules and/or services. Network Protocols, TCP/IP, OSI Model, UNIX or Linux (e.g. Redhat) operating systems, VMware or equivalent hypervisors and network hardware preferred
* Proficient with Windows OS
* Able to work independently on complex work
* Evidence of building strong internal/external relationships within a team environment
* Experience with a main Customer Relationship Management system. Siebel experience preferred
* Solid understanding of F5 processes as defined in the Quality Management System
* 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, including senior technical customer levels
* Should be able to communicate effectively with management on special projects, including project updates, etc
* Provide a positive role model for the NSE community in terms of pursuit of technical capability, customer engagement, productivity, and supporting new local or global management initiatives
* Ability to look for areas for change and continuous improvement and help effect change
* Create and deliver F5 solution oriented content and/or knowledge base materials to help in NSE training

PHYSICAL DEMANDS AND WORK ENVIRONMENT:   
  
List any special environmental conditions, unpleasant conditions and special hazards, as well as any lifting, bending or vision requirements.

* 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 hoursare 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