

Technical Expert - Firewall , Bengaluru, Karnataka



Listing details

Location

Country:	India
State/Region/Province:	Karnataka
City:	Bengaluru
Posted:	5 years ago
Reference Number:	RF457276

Common

Job Title:	Technical Expert - Firewall , Bengaluru, Karnataka
Job Type:	Full Time
Vacancy Details URL:	https://www.indeed.co.in/jobs?q=Iot&fromage=last&advn=3919945282525484&vjk=4277b47e98bc0e47

Job Description:

To be successful in the role, you'll.

- Perform or participate in complex, specialised technical investigations to drive the resolution of Firewall incidents in the customers network.
- Diagnose and restore complex issues with the Security networks, infrastructure, products and services supplied and operated by Telstra.
- Assist technical support and specialist team members to resolve incidents via first call resolution.
- Analyse incident volumes to determine problem management opportunities that translate to volume reductions.
- Detect and prevent incidents before they occur.
- Identify and implement opportunities to improve process, efficiencies and customer experience.
- Extended Shift Environment

