

JUNIOR ENGINEER

THE OPPORTUNITY	
Key Skills	<ul style="list-style-type: none">• Be responsible for managing security support tickets• SLA Tracking through ticket system on requests to Internal Support• Customer Rating Feedback from Fortinet Customer Support Tickets• Ability to install and deploy allocated products• Troubleshooting skills – Ability to support via both CLI and GUI perspective• Understanding competing products and differentiate our products from competitors• Creation of Bill of Materials (BOM) and assist in design and RFP Responses• POC's deployment and support
Experience	<p style="text-align: center;"><u>“Essential”</u></p> <ul style="list-style-type: none">• Must have at least 1-3 years networking experience• Cyber security experience will be an added advantage• Understand WAN/LAN and transport technologies.• Experience in troubleshooting and configuring networks • Drivers License and own transport is essential
Education	<ul style="list-style-type: none">• Grade 12/Matric Certificate• IT Degree / Diploma• Any relevant Cybersecurity certification advantageous