

# JOB ROLE

## FIRST LINE NETWORK ENGINEER

### Our Company

- Riela is a rapidly growing cutting-edge tech and cyber company looking to expand our service provision capabilities.
- We are looking to expand on our already highly successful and highly capable team.
- We invest in our people, their development and wellbeing. Our people are the driving force behind our success.
- It is an exciting time to join a brilliant culture of professionalism, excellence, and family.

### The Location

- Riela HQ - Isle of Man
- Island life enjoys a high standard of living (compared to UK/USA), with a low tax regime (low-income tax and no inheritance or capital gains tax).
- We are the safest place to live in the UK and one of the safest places in the world.
- We have excellent education, sporting opportunities, business community, and culture.
- Key industries: eGaming, Space, Finance, Sports, Technology, Corporate Services.

### About the Role

We are recruiting for a talented First Line Network Engineer to complement our growing support team. You will be responsible for providing front-line support for high profile clients within the company's MSP, monitoring the network for preventative and reactive support. You will have service desk experience and suitable networking experience and/or qualifications.

### Key Responsibilities

- Being the first point of contact for customers seeking technical assistance over the phone or email.
- Qualifying and documenting the problems raised by customers.
- Responsible for Event management – monitoring and managing alerts from managed systems.
- Provide on-site support for client networks across the customer base.
- Provide remote and telephone support for client networks and applications.
- Assist the network engineering team with implementations.

### Key Skills

- Strong communication and customer service skills.
- Basic PC Skills.
- Experience in working within a support function.
- Ability to quickly learn new applications and technologies.
- Experience with configuring and managing firewalls.
- Problem solving and troubleshooting skills.
- Understanding of cloud computing.

### The Candidate

- The ideal candidate for this position will have at least 2 years + IT experience with a recent focus in networks/firewalls.
- Any qualifications such as CNE, MCSE, MCSA, MCITP or CCNA would be beneficial towards your application.
- An understanding of DNS & DHCP is required, and some PowerShell would be beneficial but not essential.
- This is an excellent opportunity for a network engineer to progress within this dynamic and rewarding organisation.
- We offer a great career path with a competitive salary and great company benefits.



### More About Riela

Riela is a growing family of companies encompassing Riela Tech, Riela Cyber, Riela Yachts and Riela Corporate. We pride ourselves on the quality of our services delivered to our SME and Ultra High Net Worth clients with integrity and support integrated at all phases.

We are excited to expand our talent by hiring team players with an entrepreneurial spirit who will help drive our success internationally. By combining the power of our technology with the expertise of our people, you can be confident that you are joining a pragmatic team that will work with you to achieve our shared goals of success.

We are on a thrilling journey as we evolve our culture to represent the changing products, services and people that make up the Riela Group. It is a great time to join and play your part in this adventure.

### How to Apply

If you are passionate about working with an ambitious and growing team, please apply by sending your cover letter and CV to [hr@riela-group.com](mailto:hr@riela-group.com), stating your salary expectations.