

# Connectivity Support Specialist (12 month maximum term)

## ASX Position Description

### ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements.  
We recognise that employees need to balance work and personal lives.

ASX Opportunity Snapshot		What’s On Offer
<b>Role:</b>	Connectivity Support Specialist	<p>This exciting role is within the Connectivity Services team. The Connectivity Services team is part of the face of ASX, responsible for connecting customers to our services and providing them the support they need to participate in the financial community.</p> <p>We are continually shaping and developing how we facilitate and support our products and customer requirements at ASX, this opportunity will enable you to be a part of those technology changes and business growth.</p> <p>The role will primarily focus on network and customer support, enabling us to build on our record of customer service excellence.</p>
<b>Reports to:</b>	Team Lead, Connectivity	
<b>Budget:</b>	n/a	
<b>Team:</b>	Connectivity	
<b>Date:</b>	February 2019	
<b>Location:</b>	Sydney, NSW	
<b>Flexible Role:</b>	Yes	

### What you’ll do:

- Support ASX network infrastructure, technical services products and offerings
- Troubleshooting and resolving customer’s network access issues.
- Deliver network infrastructure, enabling customer access to ASX products
- Provide customers with technical and network support
- Be involved in change, delivering new and innovative technology solutions
- Assisting and supporting business opportunities and growth across the ASX product suite
- Work closely with internal technical teams to ensure an excellent customer experience.
- Work closely with ASX’s technology partners and vendors to achieve the best possible outcomes for our customers
- Demonstrate the ASX Values: Be Trustworthy, Be Open, Be Original, Be the Example

### What you’ve done:

- Strong knowledge of TCP/IP
- Strong knowledge of networking fundamentals
- Excellent customer service skills
- Knowledge of ITSM fundamentals
- Linux based operating systems.

**And if you've got some of this, even better:**

- CCNA/CCNP
- Understanding of network security
- Previous experience in a network or managed service provider role
- Knowledge and support of server operating systems
- Understanding of routing protocols such as BGP, OSPF
- Experience with Multicast and trading platforms.
- A strong passion for Automation and repeatable processes.

**What you need to enjoy and be good at for this role:**

- Team player but able to work independently
- Work with cross functional teams to ensure positive customer outcomes
- Manage stakeholder's and customer's expectations
- Analytical approach to troubleshooting and pragmatic issue resolution
- Take ownership over incidents and follow issues through to resolution
- Acceptance and involvement in change to support business growth and development.
- Share knowledge and promote collaboration
- Excellent written and oral communication skills.
- Confront problems, suggests solutions and improvements
- A can do attitude with a customer first mentality