

## CheckPoint Network Analyst

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organizations in an age of ever-changing risk. Working across disciplines, technologies and geographies, everything we do is based on our belief that taking risks is essential to our clients' success.

We provide our clients with the insight to focus resources and ensure they are prepared to resolve the issues and crises that occur in any ambitious global organization.

We go beyond problem-solving and give our clients the insight and intelligence they need to realize opportunities and grow. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.

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### Our people

Working with our clients our people are given direct responsibility, career development and the opportunity to work collaboratively on fascinating projects in a rewarding and inclusive global environment.

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### Location

Panama

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### Engagement

Permanent, Full time + on call

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### Department

Group IT

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### Manager

Application and Infrastructure Manager

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### Job Purpose

The individual's key responsibilities and accountabilities are to assist in managing, operating and supporting the global WAN/LAN in accordance with IT policies and procedures. The network team is a small one and the individual may at times have responsibility for the smooth running of the entire corporate network. This is mainly a hands on support role with some level of design or architecture.

As a key member of the Group IT Service Delivery team, the network analyst role is responsible for;

- Working as part of the Group IT team to support all network services, irrespective of region
- Reducing the impact on the business by proactively monitoring services and preventing issues to occur wherever possible.

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### Tasks and responsibilities

- Resolving infrastructure incidents as they arise within the prescribed OLA, ensuring prompt status updates are placed within the call logging system.
- Resolving problem records as assigned within the prescribed OLA, ensuring prompt status updates are placed within the call logging system.
- Resolving alerts from the monitoring systems for all network services and

systems.

- Documenting network environments
- Updating process, procedure and network deployment templates
- Maintenance of development and testing network environments
- Identifying trends, logging the trend as a problem ticket and ensuring the problem record is updated in a timely basis.
- Make recommendations for changes when required such as additional firewall rules and ensures the relevant testing and CAB entry has been carried out and approved.
- Regularly review capacity of the network and raise recommendations for dealing with issues before they impact the business.
- Proactively monitors the network and resolves any potential issues to ensure business impact is minimised.
- Monitors performance of the network and optimises as required.
- Plans, tests and implements all checkpoint Firewall upgrades in accordance with IT policies and procedures.
- Support the Remote Access system as required.
- Supports the Wireless LAN environment.
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Project management of IT-related projects, and assist with other IT-related projects as required.
- Recommend and execute modifications to the existing network design in order to improve efficiency, reliability, and performance.
- Resolves major incidents outside core working hours when on call.
- Escalates incidents and problems to the Service Delivery Manager when required and ensures a resolution is applied promptly.
- Participates in disaster recovery testing and rehearsals.

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#### Knowledge and experience

##### Essential

- Extensive LAN switch knowledge
- Experience in building and documenting Processes and Procedures;
- Experience in producing implementation documents (e.g. new office setup)
- Extensive VPN and Global network routing implementation and support
- Been part of a global IT team that operates as a single “business unit” irrespective of another organizational structures
- Has a good understanding of the Control Risks business or similar consultancy business models

##### Preferred

- Datacentre experience
- Infrastructure Risk Assessment
- Extensive HP Wireless solutions implementation and support
- Project Management
- Experienced in security engineering
- Knowledge of cloud services and BYOD

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#### Qualifications and Specialist Skills

- Extensive experience with firewalls configuration/policy management on Checkpoint (certified checkpoint administrator preferred)

- Experience with managing firewall rules/policy in a global environment
- Solarwinds or equivalent monitoring toolset
- LAN device installation and management, preferably HP
- Intrusion Detection and Prevention (IDP) concepts
- Experience supporting network Technologies such as LAN switching/Routing, Firewalls and/or Load Balancers
- DNS Protocols experience
- Previous Riverbed WAN optimization experience preferred

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### Behaviours

All employees are expected to display behaviours reflective of our company values that of: Integrity and Ethics, Collaboration and Teamwork, Commitment to People and Professionalism and Excellence.

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### Competencies

- Excellent communication skills required – written, verbal and comfortable in operating at all levels
- Delivery focused
- Professional, polite, able to work under pressure
- Must demonstrate a methodical and clear approach to troubleshooting problems as well as being able to make use of existing solutions
- Strong team player; particularly given that this is a global team with multiple time zones etc.
- Natural problem solver

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### How to apply

If your qualifications, experience and aspirations match our requirements please email a covering letter and C.V. to:

[Americas.Recruitment@controlrisks.com](mailto:Americas.Recruitment@controlrisks.com)

The file name of your resume must contain your name. Please specify the vacancy you are applying for including the location in the subject of the email. Please consider that the interview process will be conducted in English.