

## Analyst, Network & Communications

### Role Description:

This role is responsible for the administration and maintenance the Carnival UK (CUK) technology infrastructure across our shore and ship estate which entails the design, development and deployment across multiple technology stacks. The role will perform tasks that provide capacity management, reporting and support to the growing infrastructure.

This is an excellent opportunity to join a team of specialised professionals providing operational support to all Network and Communication Services Infrastructure, providing 3<sup>rd</sup> line support to the IT department along with input to project initiatives. Acting as a SME within Networks and Communication Services, including Incident and Problem Management, Proactive Maintenance activities and Implementation of innovative new technologies.

The Network and Communication Analyst will have to liaise with and co-ordinate activities with 3rd party vendors who are in turn providing support and enhancement services. Develop detailed plans for project activities and assure the quality of technical delivery from 3rd party vendors.

<b>RUI:</b>	997	<b>Grade:</b>	CUK09	<b>DBS check required:</b>	Y
<b>Directorate:</b>	Carnival UK Shared Services	<b>Reports to:</b>	Manager, Network and Communications		
<b>Function:</b>	Carnival UK Technology	<b>Team:</b>	Technology Infrastructure and Operations		
<b>Direct reports :</b>	<b>Job Titles &amp; Level</b> <ul style="list-style-type: none"> <li>None</li> </ul>				

### Accountabilities:

- Build appropriate and effective business relationships
- Maintain regular contact with stakeholders during incident and problem resolution
- Communicate effectively in a formally and informally manner
- Perform daily maintenance and upgrades of the CUK infrastructure across ship and shore services)
- Identify operational issues and ensure remediation to minimise business impact
- Administer and configure Palo Alto Firewalls
- Administer and configure the IT Core Cisco platform LAN/WAN
- Administer and configure Core HP switches (LAN)
- Administer and configure our Core WIFI Aruba solution
- Administer and configure Load Balancing solutions (F5's LTM/GTM)
- Administer and configure packet shapers (River-Bed Steal-Head)
- Develop and implement new technical solutions based on a wide variety of different technologies
- Responsible for creating/owning LLD's (Low Level Design) or the input into LLD's where appropriate
- Responsible for optimising service improvements within our CUK infrastructure
- Undertake detailed and complex project tasks working a long side project managers and solution\infrastructure architects in meeting business requirements
- Produce and maintain accurate technical documentation
- Capacity management/ Reporting within the infrastructure, including monitoring and alerting
- Provide vendor support and management / 3rd party partners and IP address management
- Get involved in Disaster Recovery, Business Continuity connectivity design
- Full infrastructure management
- Partner and support colleagues across CUK Technology to collaborate technical designs, change requests and troubleshoot outages in the event of business service disruption
- Adhere to operational technical procedures and policies
- Ensure the CAB process is adhered to and agreed processes are followed
- Quickly learn new technology stacks independently using documentation and online resources
- Fulfill on call duties as required and be part of a 24/7 support schedule

### Health, Environment, Safety, Security (HESS) Responsibilities:

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager, team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.
- Demonstrate safety leadership in accordance with our safety leadership behaviours.

### General Responsibilities:

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

### Scope:

#### Problem solving:

- Maintain regular contact with stakeholders during incident and problem resolution
- The Network and Communications Analyst will typically be involved in troubleshooting Core infrastructure connectivity issues from within our multiple technology stack
- Solve problems with minimal input
- Traffic analysis utilising packet captures/Wireshark traces while working with the Application teams
- The ability to troubleshoot all layers of the OSI 1-7 TCP/IP
- In-depth troubleshooting skills and root cause analysis
- Working closely with our Onboard Technology team to assist with connectivity issues

#### Impact:

- As a team member of the Networks and Communication team, positively impact a high performing continuous improvement culture
- As an effective team player within the Technology department
- Put our colleague and guest's interests first with Drive and Urgency

#### Leadership:

- Work closely with IT colleagues (service desk, other 3<sup>rd</sup> line teams, and project managers) and a variety of stakeholders to ensure required outcomes are achieved
- Maintain close working relationships with business units and peers in other areas of Carnival UK
- Influence customers, suppliers, partners and peers
- Educate and lead on good practice, awareness and accountability for employees

### Demonstrable Behaviours:

- Guest and customer centric approach, passionate about enhancing the service being offered across the team
- Natural collaborator, energetic and enthusiastic about cross functional delivery
- Strong communicator in all its forms across all levels of the organisation
- Always looking for ways to improve personally and to the way things work
- Decisive, 'can do' attitude whilst maintaining a clear focus on problem solving and seeing action through to delivery
- Innovator who can develop new ideas and ways to improve the service we offer

### Knowledge, Experience and Qualifications::

#### Qualifications – essential:

- A Level or equivalent
- Cisco certification CCNP/CCDP

#### Knowledge/ Experience – essential:

- Experience in implementing, configuring and supporting enterprise Cisco/HP LAN/WAN

#### Qualifications – desirable:

- Degree in a relevant discipline
- HP ASE (Network Infrastructure)
- Palo Alto Security engineer (PCNSE)
- Relevant professional IT qualifications (e.g. ITIL, ITSM)
- River Bed (Steal-Head) Packet Shapers
- F5 Load Balancers

<p>infrastructure</p> <ul style="list-style-type: none"> <li>• Experience in implementing, configuring and supporting Palo Alto Security devices/Firewalls</li> <li>• Experience in implementing, configuring and supporting of Wi-Fi Aruba devices</li> <li>• Knowledge of implementing, configuring and supporting F5 LTM/GTM's</li> <li>• Experience in a fast-paced support environments</li> <li>• Experience with incident ticket systems</li> </ul>		<ul style="list-style-type: none"> <li>• Avaya Telephony systems</li> <li>• Cisco Security CCSP</li> <li>• Aruba Associate ACMA/ACCA</li> </ul> <p><b>Knowledge/ Experience – desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience with satellite technology</li> <li>• Experience with Cloud Services</li> <li>• Knowledge of F5 load balancers</li> <li>• Experience with proxy technologies (ForcePoint)</li> <li>• Knowledge of VOIP Telephony</li> <li>• Experience with QoS, Quality of Service configurations</li> <li>• Knowledge of VMWare</li> <li>• Knowledge of SAN technologies</li> <li>• Data Centre rack management</li> <li>• Knowledge of Video Conferencing equipment (Cisco)</li> </ul>	
<b>Issue Date:</b>	May 2019	<b>Issued by:</b>	Garrick Lowe - Manager, Network & Communications
<b>REWARD ONLY</b>	<b>Grade:</b> CUKog	<b>RUI:</b>	<b>Date Approved:</b> <b>Initials:</b>