# Network support NTAS

Providing maintenance and support services for communications networks.

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| **Guidance Notes:**  Activities may include, but are not limited to:   * monitoring network performance, investigating issues, troubleshooting and testing network devices and testing * implementing and managing network security measures, including access control, authentication, encryption, and intrusion detection/prevention * configuring and maintaining network solutions in cloud-based and virtual environments * automating network support tasks using scripting, automation tools, and orchestration platforms * creating and maintaining network documentation, including diagrams, configuration files, and procedures * providing technical support, advice and guidance to users and collaborating with others to resolve network issues * analysing network performance, generating reports, and presenting findings and recommendations to stakeholders |

## Level 2

Assists in the operational configuration of network components and the investigation and resolution of network problems.  
Assists in the implementation of basic scripting and automation tools to streamline network support tasks.  
Assists with specified maintenance procedures and follows established safety, security and quality standards.  
Provides basic support and guidance to network users.

## Level 3

Carries out agreed network maintenance tasks and specified operational configuration of network components.   
Establish and diagnose network problems/faults using the required troubleshooting methodology tools and network management software.  
Implements and maintains scripts, automation tools, and orchestration platforms to optimize network support processes.  
Collects performance and traffic statistics and collaborates with others to ensure effective network support.

## Level 4

Applies technical expertise to maintain and optimise network infrastructure, executing updates and employing automation tools. Configures tools and/or creates scripts to automate network tasks.   
Uses network management tools to monitor load and performance statistics. Investigates and enables the resolution of network-related operational issues.   
Maintains operational procedures and checks that they are followed. Provides reports and proposals for improvement to stakeholders.  
Contributes to the planning and implementation of network maintenance and updates. Implements agreed network changes and maintenance routines.

## Level 5

Leads network operations to optimise performance. Drives adoption of tools and processes for effective operational management and delivery.  
Oversees planning, installation, maintenance, and acceptance of network components and services, aligning with service expectations and standards.  
Maintains procedures and documentation. Investigates and resolves complex network problems. Tracks operational issues and reports to stakeholders.  
Ensures network support requests are handled according to set standards and procedures.