Role: Security Consultant

About the company

Principle Networks is an award winning and ISO certified Managed Services Provider, delivering specialist IT Services to both Private and Public Sector Enterprises. We deploy and manage software-defined network, security, and cloud infrastructure platforms – helping enterprises worldwide to transform legacy infrastructure into modern day services which deliver better protection, more control and agile speed of change.

The business was founded in 2018 by industry specialists Alex Steer and Russell Crowley. The objective was to create a modern MSP which would challenge the traditional Telecoms / VAR hierarchy in the UK.

In less than six years of trading, the business has grown rapidly to a point where it now employs circa 25 in-house staff across the UK, has £6m in annual revenues, and supports enterprises such as Universities Superannuation Scheme, Card Factory Plc, TVS Supply Chain Solutions and the various Public Sector agencies across the UK. Principle Networks are one of a handful of companies that are Zscaler authorised partners, trusted and certified to design, deploy, and support Zscaler's Zero Trust solutions across both cloud and hybrid environments.

From a people and technology perspective, we do not operate a traditional office environment, and all our services are cloud based. As a result, all staff are home-based/mobile workers, which in turn opens a global talent pool and enables us to scale easily into different geographies.

The operations side of the business is a small team of approximately 10 very skilled employees, which includes Cisco CCIEs, CCNPs, Fortinet NSE4s, NSE5s, NSE7s, Zscaler certified ZCSS/ZCDS and developers, project managers and senior operations management.

Our goal is to become a globally recognised deployment & services provider for cloud-managed network, security, and infrastructure platforms. Due to rapid growth and increase in demand, we are searching for ambitious, experienced people to join the team and play a key role in driving the business towards its growth objectives.

About the role

Principle Networks is seeking a skilled and motivated Security Consultant to join our growing technical team. This role is primarily focused on delivering customer projects, covering network and security deployments, migrations, and enhancements. From time to time, you will also assist with 3rd line service desk responsibilities, supporting our customers alongside the wider support team. You will work directly with fellow IT professionals, handling complex change requests, troubleshooting escalations, and contributing to the successful delivery of network and security solutions. Participation in the on-call rota will ensure 24/7 support coverage for our customers.

The Ideal Candidate

The ideal candidate will be a confident communicator, able to work effectively both on project delivery and when assisting with support escalations. Strong technical knowledge and hands-on experience with network and security solutions are essential, combined with excellent organisational skills and a proactive approach to problem-solving. A professional and friendly manner, clear communication style, and the ability to build strong rapport with our customers are key to success in this role.

Key Responsibilities

A Principle Networks Security Consultant typically has the following key responsibilities:

- **Project Delivery:** Lead and contribute to the delivery of network and security projects, including new deployments, upgrades, migrations, and change implementations, ensuring solutions meet customer requirements and industry best practices.
- **Technical Implementation:** Perform hands-on configuration and deployment of networking and security technologies such as firewalls, SD-WAN, VPNs, and cloud networking solutions.
- **Change Management:** Plan and execute changes to network infrastructure, following structured change control processes to ensure minimal service disruption.
- **Customer Engagement:** Work directly with customers, including fellow IT professionals, to understand technical requirements, provide updates during project delivery, and ensure successful outcomes.
- **Project Documentation:** Produce and maintain high-quality technical documentation, including network diagrams, configuration records, and handover materials to support ongoing operations.
- **Knowledge Transfer:** Share expertise with the service desk team through knowledge base contributions and informal mentoring, supporting their ability to handle day-to-day network incidents.

- **Service Desk Support (Ad-Hoc):** Provide 3rd line support assistance for complex incidents and escalations when required, working alongside the service desk team to ensure effective resolution of issues.
- **Incident & Problem Management:** Support incident investigations and root cause analysis for critical issues as needed, contributing to continuous improvement initiatives.
- **Compliance & Security Best Practices:** Ensure all project work adheres to security policies, compliance standards, and customer governance requirements.
- **Continuous Development:** Stay up to date with industry trends, emerging technologies, and best practices, applying this knowledge to both project delivery and service improvement.
- **Mentorship**: Mentor junior engineers, offering training and support to enhance their technical skills and knowledge of network technologies.

This role demands a strong combination of technical skills, organisation, and a commitment to customer service excellence.

Key requirements for the role are:
- Minimum ZCDS/ZCSS level certification/expertise.
- Strong Layer 2&3 Networking expertise.
- Ability to deliver large security projects.
- Cisco/Fortinet networking delivery/support experience is an advantage.
- Strong Security Awareness principles and practice.
- Excellent communication skills and willingness to work remotely and on-site with customers.
- The ability to work both autonomously when required, or as part of a close team when collaborating on a wider solution/fault.
- Experience with several of, or all of WAN, LAN, Data Centre switching and Security (Cisco, Aruba, Meraki, Palo Alto, Fortinet, and Zscaler).
- Experience handling, managing, and resolving customer support incidents (Ticket Management).
- The ability to liaise effectively with service providers (TalkTalk, Vodafone, GTT etc.).
- Experience of dealing with vendor TAC support services (Cisco TAC/Fortinet/Microsoft etc.).
- Knowledge or understanding of Software Defined Networking and SD-WAN.
- Willingness to learn new technologies and apply to their role.
- Join an on-call rota to ensure our customers are supported 24/7.
- Overtime and OOH work available.
- UK Driving Licence.

Location: Remote working – home based with travel to customer premises where required.
Reporting to: Head of Operations
Salary: £40-60k + benefits (depending on experience)

We offer a competitive salary and great benefits, including 25 days holiday plus your birthday. If you are interested in this exciting opportunity, please submit your CV and a cover letter highlighting your relevant experience and qualifications. We are rapidly growing company with opportunities for career progression within the technical team.

Benefits
- Competitive salary and benefits package
- 100% Remote working with flexibility
- 25 days holiday plus your birthday off
- Private Healthcare
- Death in Service Cover
- Enhanced Maternity / Paternity package
- Regular company activities
- A friendly and inclusive working atmosphere
- Technology Salary offset scheme.
- Career progression opportunities within a fast-growing technical team
- The opportunity to work with innovative technologies in a dynamic, modern MSP environment.

How to Apply
If you are a motivated individual with a strong mix of technical expertise and customer service skills, we would love to hear from you. Please submit your CV and a cover letter to enquiries@principle-networks.com . Alternatively, feel free to call **03330 124003** (option 2) for more information