



Advanced access to certified JTAC engineers for Juniper Networks Certified Individuals

Overview

The Juniper Networks Technical Certification Program (JNTCP) consists of platform-specific, multi-tiered tracks, which enable customers to demonstrate, through a combination of written proficiency exams and hands-on configuration and troubleshooting exams, competence with Juniper Networks technology. Successful candidates demonstrate thorough understanding of Internet and security technologies and Juniper Networks platform configuration and troubleshooting skills.

Certified JTAC engineer's

The certified JTAC engineers are comprised of post-sales engineers that have met industry standard certification, as well as Juniper Networks certification requirements.

Benefits

- Juniper Networks Certified Internet Professionals or Experts (JNCIP or JNCIE) will receive access to advanced JTAC engineers on higher priority cases for any product under an active support contract. Direct access to advanced JTAC engineers is only available for products in that area of certification.
- Juniper Networks Authorized Support Center (JNASC) Support Manager's or JNASC Support Provider's that meet their certification requirements for the Firewall/VPN Specialist-level certification (JNCIS-FWV), will receive direct access to advanced JTAC engineers on higher priority cases for any product under an active support contract.
- You may expedite your case resolution time by making the most of your certification knowledge and gaining access to advanced JTAC engineers.
- Maximize your company's technology investment by broadening your knowledge base and skill set with hands-on experience and cutting edge technologies.

Certification Requirements


Any JNCIP or JNCIE may contact the JTAC and they will be routed directly to an advanced JTAC engineer, based upon availability. For the product lines that do not have an associated JNCIP or JNCIE certification level, our JNASC partners will be directed to tier II certified JTAC engineers.

All products must have an active support contract in order to receive JTAC assistance from Juniper Networks. For products that are not under an active contract, priority assistance will not be provided to JNCIP or JNCIE and either a Time and Materials rate will be charged, or a contract will need to be purchased prior to any assistance from JTAC.

Level	M/T-series	E-series	J-series	Firewall/ VPN	IDP	SSL	WX	DX
Expert	X							
Professional	X	X						
Specialist	X	X		X				
Associate	X	X	X	X	X	X	X	X

Accessing JTAC

Please initiate a case by either calling our JTAC or utilizing the CSC Case Manager Tool. As part of the case opening process, any JNCIP, JNCIE, or JNCIS-FWV at a JNASC partner will automatically be identified by our system and routed directly to advanced JTAC engineers.

- Web: [Case Manager](#) 
- 1-888-314-JTAC (1-888-314-5822 - toll free in U.S., Canada, and Mexico)



- [International TAC phone numbers](#) for support on all products

Juniper Networks Technical Certification Program (JNTCP)

For more information on how to achieve your JNCIP or JNCIE certification, please visit us at:

<http://www.juniper.net/training/certification/>

Frequently Asked Questions (FAQ)

1. Who qualifies to receive access to advanced JTAC engineers?

Any individual who has successfully passed and holds an active JNCIE or JNCIP certification from Juniper Networks. In addition, any individual who has completed the required certification levels as a JNASC partner (JNCIS-FWV) may be granted access to advanced JTAC engineers.

2. Who are the advanced JTAC engineers?

The Juniper Networks advanced JTAC engineers are composed of a set of engineers who have industry level and Juniper product line certifications.

3. What product lines have a JNCIE or JNCIP certification level?

Currently, the M/E and T-series product lines have an Expert (JNCIE) and Professional (JNCIP) certification level. For a complete description of the certification tracks, please visit us at: <http://www.juniper.net/training/certification/>

4. If a product line does not have a JNCIE or JNCIP certification level, will I still be granted access to advanced JTAC engineers?

Our JNASC Manager or JNASC Provider's, who have completed the certification requirements as defined by the program (JNCIS-FWV), will also receive access to advanced JTAC engineers.

5. Will the JNASC Manager/Provider partner's get access to the advanced JTAC engineers for SSL/VPN or IDP product lines?

Currently Juniper Networks does not offer a JNCIS (Specialist) certification level for these product lines. Only the JNCIS-FWV will be granted access to advanced JTAC engineers for the JNASC Manager and Provider's.

6. What type of cases will be routed to advanced JTAC engineers?

Any Priority 1 or Priority 2 type case may be routed to advanced JTAC engineers for assistance.

7. How does Juniper Networks define a Priority 1 case?

Priority 1: Critical = Catastrophic impact to mission critical functionality.

Examples of Priority 1 issues include: Total loss or continuous instability of mission critical functionality; Network or system is down causing users to experience a total loss of service; Inability to use a feature or functionality that is currently relied upon for mission critical functionality

Juniper Responsibilities for Priority 1 issues is to provide resources dedicated 7x24 until resolution or workaround in place. The customer responsibilities for Priority 1 issues include providing designated resources that are available 7x24 and the ability to provide necessary diagnostic information

8. How does Juniper Networks define a Priority 2 case?

Priority 2: High = Significant impact to mission critical functionality.

Examples of Priority 2 issues include: Issues that are impairing, but not a total loss of mission critical functionality; Intermittent issues that affect mission critical functionality; Inability to deploy a feature that is not currently relied upon for mission critical functionality; or a loss of redundancy of critical hardware component.