

Secure Network Operations Centre (SNOC) Engineer

Pinnaca is a world leader in the video conferencing market. Pinnaca has locations all over the world, and helps companies communicate easily and effectively through our managed video conferencing solutions. Video conferencing is at the forefront of collaborative technologies designed to deal with global business. Pinnaca manages user's video conferencing experience across multiple platforms through immersive Telepresence, boardroom, desktop and mobile solutions.

POSITION OVERVIEW

Reporting to the Public-Sector Manager, the highly skilled and innovative Infrastructure/Network Engineer will play a key role in delivering cutting edge video technologies on a global basis as part of Pinnaca's Virtual Presence managed services portfolio. We are looking for a team player with demonstrated success in creating and delivering real time IP based collaboration services. If you have a solid foundation in IP Network engineering and a track record of implementing and optimizing IP Networks for Real Time Network solutions, then we want to speak with you.

The successful candidate will have proven experience supporting carrier grade, highly available IP Networks and infrastructure. The individual will bring expertise and best practice knowledge in application and theories of robust IP Network Design and Implementation.

5 Years UK residency is required to be considered for this position.

MAJOR DUTIES AND RESPONSIBILITIES

- 3rd line support of the production IP backbone and infrastructure
- Ability to work under pressure in a fast-paced environment
- Proactive equipment monitoring using our NMS [Zenoss]
- Writing change requests, HLDs & LLDs
- Understand and evaluate the latest technologies available in the marketplace
- Manage activities and relationships with associated vendors and manufacturers
- Work directly with Management and End-Users to determine current and future needs, evaluate and test technologies to meet service descriptions

SKILLS REQUIRED

Experience in configuring, maintaining and troubleshooting ...

- VMware – vSphere & vCenter 6.0 & above [inc. vSwitches, HA, etc.]
- Network protocols [BGP, OSPF, 802.1Q, LACP, H.323, SNMPv3]
- Cisco IOS routers and switches, ASA firewalls [using CLI]
- Windows Server 2012 +.Active Directory [inc. GPO, DNS, Sites & Subnets, etc.]
- Debian 9.0 and above
- Sophos Anti-Virus
- OSSEC

Desirable skills...

- Video Infrastructure – Polycom [RMX, RPPD, RPMS], Cisco [MCU, VCS]
- SIEM & log management [Alien Vault]
- Knowledge of ISO27001 procedures and policies
- CCNP or equivalent experience

PERSONAL ATTRIBUTES

- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations is essential
- Strong problem solving and creative skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses
- High level of integrity and dependability with a strong sense of urgency and results-orientation
- Excellent communication, and documentation Skills
- A team player

EDUCATION AND EXPERIENCE REQUIRED

- A minimum of College Diploma or University Degree, or...
- A minimum of 3 years in a 3rd line technical support environment
- **5 Years UK residency** is a mandatory requirement to be considered for this position.