

Level 3 Network 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 ideally with real-time application demands (VoIP, Video) then we want to speak with you.

The successful candidate will have proven experience supporting carrier grade, highly available collaboration services on multi-vendor Video Infrastructure on a robust 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

- Provide level 3 network support as part of the SNOC (Secure Network Operations Team), which operates in a 15x7 rotational shift pattern
- Provide subject matter expertise in the areas of Network Infrastructure Design, Configuration, Documentation, Deployment and Support
- Manage IP addressing, and subnet use and design throughout the organization.
- Create and Maintain Standards and Best Practices for Network Equipment
- Troubleshoot, isolate, and determine the root cause of Network related issues
- Work with the Infrastructure Services Team to define and refine equipment monitoring and integration using our NMS, Proactive Monitoring, Logging, and tool suite
- Create, document and support new customer designs and architecture in the network space collaborating with and support the Presales team.
- Work under pressure in a fast-paced environment
- Follow ITIL processes (Change management, Incident Management, etc)
- Engage with network equipment manufacturers and carriers, build relationships and strong technical understanding as the Subject Matter Expert

SKILLS REQUIRED

In-depth experience in designing, configuring, maintaining and troubleshooting network infrastructure in a highly available, secure, service provider environment.

- Vendors network Infrastructure, Software, and tooling:
 - Cisco ASA Security Appliances
 - including FireSight and FirePower technologies
 - including multi-context and multi-device configurations
 - Cisco ASR Routing Appliances
- Highly proficient in the use of network technologies: VPN, BGP, OSPF, MPLS, SNMP.
- Knowledge and practical experience in designing and supporting networks with traffic separation and security zones/boundaries.
- Physically attend site and rack / stack equipment including dealing with cabling aspects and requirements
- In-depth experience with the tool marketplace to support the above.
- Documentation skills to write Local Work Instructions (LWI) for Level 1 and 2 staff to follow.

Desirable skills...

- Integration of network technology with authorization and dependent technologies (virtualization, windows, Linux, SNMP, and LDAP)
- Knowledge of GPG13 and application of Protective Monitoring Controls in a network.

PERSONAL ATTRIBUTES

- Strong interpersonal skills with a focus on delivering excellent customer service
- Strong desire to learn new technologies
- Strong troubleshooting and problem-solving skills to resolve issues within a defined service level environment
- Proven ability to work independently and as part of a high-performance team
- Excellent communication skills – verbal and written

EDUCATION AND EXPERIENCE REQUIRED

- CCNP certification
- A minimum of 3 years in a 3rd line technical support environment for a service provider or large global enterprise
- **5 Years UK residency** is a mandatory requirement to be considered for this position.

V1.1 Revised 08/2018

