**Network Engineer – Professional Services**

Demand for SCC’s Professional services continues to grow both from existing and new customers. This role is for a **Network Operation Engineer,** working within a team, using a shift pattern and based in **Manchester**.

Experienced Ops technician with excellent customer focus not just dealing with tickets/faults but strong with Auditing and reporting so not purely technical.

Requires an advanced understanding of IP Networking specifically Cisco but multi-vendor environment.

SD-WAN experience essential and demonstrated via certification and lengthy operational experience.

Experience working on Data/IP Networks within an operational environment; completing 2nd/3rd level diagnostics.

Demonstrative experience in Incident Management and Service Operations environments.

This is a fixed term contract role initially offering 12 months duration.

Key Responsibilities

* Deliver proactive network monitoring and implement corrective action to ensure optimal network performance
* Provide remote support to Field Engineers working on faults 2nd/3rd level diagnostics across multiple technologies and Vendors
* Demonstrative experience in Incident Management and Service Operations environments.
* Liaise between internal departments, 3rd party suppliers and customer within agreed SLA’s
* Complete network reports and analysis when required
* Ensure Governance of processes within the NOC environment
* Work well within our NOC team and have the ability to work shift pattern
* Performing Network (WAN, LAN, WLAN and Firewall) configuration, deployment, troubleshooting and administration as part of a project.
* Creating and performing authorised changes to customer environment.
* Contributing to delivering team performance

Essential Skills

* Capable of working to 2nd/ 3rd line support level
* Experienced in use of System Management Platforms
* Structured approach to delivery governance on complex networks
* Understanding of network management and use of Network Management Platform tools.
* Track record of successfully prioritising simultaneous activities within SLA
* A Self-motivating individual with the ability to develop strong customer relationships as well as functioning in a team environment
* Strong interpersonal negotiating and communication skills
* Ability to manage complex customer interfaces
* Planning and managing of risk in a support environment
* Ability to produce reports
* Must have technical / professional qualifications: CCNA
* Proven track record in complex delivery