|  |  |
| --- | --- |
| Job Title | Data Centre Services Network Engineer |
| Position reports to: | Rob Hancock |
| DCS Team: | Data Centre Services Network Team |
| Department: | Data Centre Services |
| Employment status: | Full-Time |

|  |
| --- |
| Role Description |
| We are SCC – Specialist Computer Centres – Europe’s leading provider of IT services and solutions. Demand for our Data Centre services continues to grow both from existing and new customers creating a real career opportunity for a talented individual to join us at our Birmingham Data Centre as a Network Engineer.Key Responsibilities* Monitoring and maintaining switching infrastructure to agreed service levels
* Performing Firewall Configuration, troubleshooting and Administration
* Managing incidents and problems appropriately within agreed service levels
* Creating and performing authorised changes to customer environments, attending CABs where necessary
* Perform root cause analysis on reoccurring incidents
* Assist engagement with projects to ensure design of technical solutions are in line with the requirements of the customer
* Act as a technical escalation point for major incidents related to the service delivery from the datacentre and customer sites
* Ensure technical documentation is completed and updated to professional standards
* Contribute to the continuous improvement programmes of all technology platforms across the datacentre
* Assist with acceptance into service into operational support for all new implementations and enhancements/upgrades
* Log calls with third party vendors (such as CISCO or Fortinet) and escalate when necessary
* Contributing to delivering team performance
 |

|  |
| --- |
| Attributes of Successful Candidate |
| * Determined, can-do attitude
* Ability to work on own as well as part of a team
* Meticulous approach, effective written and oral communicator
* Proven network management skills
* Ability to work in a fast paced, deadline intensive environment
* Excellent customer service and organisation skills
* Professional and presentable at all times
 |

|  |
| --- |
| Skills Knowledge & Experience |
| The ideal candidate will be self-motivated with a track record of working with a datacentre technology stack and an appreciation of support and service transition. Experience of working in a fast paced, dynamic environment with a can-do attitude and able to handle work with multiple customers and projects. Candidate must have experience of working in a large multi-client solution provider with a rapidly expanding customer base. SkillsEssential:* Strong background with core network technologies in large-scale deployments
* Minimum 3 years’ experience providing support to enterprise level clients
* Good working knowledge and experience in a Cisco environment, Knowledge of Checkpoint Firewalls, Demonstrates excellent troubleshooting skills, Intruder Detection Systems, LAN & WAN, Routing Protocols, eg OSPF.
* Appropriate certifications in core technology platforms (CISCO, HP, Fortinet, Checkpoint, Juniper, Aruba)
* Ability to troubleshoot complex, technical, multi-site and multi-disciplinary problems and incidents
* Ability to work under pressure and to tight deadlines
* Strong background with core network, compute and storage technologies in large-scale deployments

Desirable: * B.S. degree in Computer Science, Software Engineering, MIS or equivalent preferred
* Experience of enterprise grade CISCO and Fortinet environments including design, troubleshooting and support.
* ITIL qualification or awareness of the ITIL processes
* Experience of working in a multi-client solutions provider
 |