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| 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 |

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| 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 |

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| 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 |

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| 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.  Skills  Essential:   * 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, Palo Alto) * 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 |