

## Job Description

### Senior Network Engineer

Net Consulting are looking for an experienced, “hands on” Senior Network Engineer. The ideal candidate will be passionate about networking engineering and excited by challenges presented when working on customer and internal projects to design, deliver, manage and maintain network and infrastructure services. The position requires engineering focused experience, extensive/expert level Juniper experience, as well as strong experience with other vendors, such as Cisco. The role will involve delivering “concept to completion” solutions as a member of a wider technical team.

#### Short description of role

The purpose of the role is to design, deliver, manage and maintain network engineering services both internally and to external customers. There will also be an element of providing specialist advice and third line support to our Operations Centre.

The position requires strong hands-on engineering experience, extensive or expert-level Juniper experience, as well as practical experience with other vendors, such as Cisco. The role will involve delivering concept-to-completion solutions as a member of a team.

#### Key accountabilities

1. Working closely with internal and external teams to deliver a consistently high level of service to both internal and external customers.
2. Driving technical direction, design, architecture and implementation of traditional and next generation (software-defined) networking elements while aligning to company strategy, direction and policy.
3. Monitoring of internal and external infrastructures to an enterprise standard where required.
4. Providing supporting technical expertise, advice and service offer positioning to customers in a pre-sales capacity.
5. Providing escalation support for customer technical issues.
6. Actively engage in responsibilities to ensure maximum system availability and helping to build secure and scalable technology platforms.
7. Maintaining high standards of personal professionalism and integrity.
8. Adhering to all Net Consulting and relevant customer policies, processes and procedures.
9. Maintaining knowledge of and applying industry best practise and standards.
10. Completing assigned activities to agreed timelines.
11. Ensuring that security standards are always maintained.
12. Proactive identification and communication of risks and issues affecting service or project delivery and supporting continuous service improvement.
13. Maintaining existing relevant accreditations and certifications.
14. Identifying opportunities for personal and professional growth, working with Line Manager to develop a Personal Development Plan.

#### Responsibilities and duties

1. Provide C-level overviews of Net Consulting's network engineering and infrastructure services in the following areas:
  - Pre-sales
    - Customer meetings
    - Assistance with preparing estimates for proposals
  - Business Development
    - Continuous Service Improvement (CSI)
    - Assistance with producing marketing literature
2. Provide technical recommendations and resource estimates to support the production of commercial proposals for the delivery of relevant services to customers.
3. Identify technologies and methodologies which could contribute to departmental service offerings, proposing R&D projects to the Technical Director of Professional Services.
4. Lead and carry out approved R&D projects to develop NCL's portfolio of expertise.
5. Contribute to the continuous improvement of departmental services, including identifying and implementing efficiency and quality improvements.
6. Manage the status of professional credentials, including personal time management and motivation to maintain credentials and progressive training as necessary.
7. Provide broad technical leadership & benefit of industry experience to the department's delivery of professional services engagements.
8. Carry out review and quality assurance of deliverables produced by department members.
9. Provide Line, Functional and high-level Project Management either independently or under the remit of a wider project function.
10. Support recruitment of technical roles by devising & administering technical tests and attending interviews.
11. Maintain a weekly record of time spent against each project or cost code.

### Person specification

1. A proven track record in supporting large network estates is essential.
2. 5+ years' experience in network engineering and support.
3. Expert technical knowledge of Juniper (JUNOS) hardware (routers, switches, wireless, VoIP and security devices) – to at least a JNCIP level.
4. Proven and demonstrable experience with Juniper JUNOS essential (SRX, MX, EX series) hardware & OS, software & protocols – to at least a JNCIP level.
5. Industry recognised Juniper qualifications such as the JUNOS technical and design track including: JNCDA, JNCIA, JNCIP, JNCIE.
6. Good technical knowledge of other vendor hardware and a broad industry experience in IT with an appreciation of infrastructure designs. Any other experience and industry recognised certifications are an advantage, for example, CCNA, CCDA, CCNP.
7. Ability to work in a high-pressure environment and ability to work to project deadlines.
8. Excellent network troubleshooting and incident management skills.
9. Strong written and verbal communication.
10. Basic project management skills.
11. Ability to build relationships with customers and internal stakeholders.
12. Able to take responsibility of issues and exercise judgement on when to escalate.
13. High attention to detail.
14. Customer focused attitude.
15. Self-starter able to research and experiment to find a solution unaided.

16. Appreciation of the high-level capabilities of the following, with detailed understanding and experience of at least three of the technologies:
- Network design
  - Network implementation & configuration, including some of the following elements:
    - Routing & Switching
    - Software Defined Networking
    - Wireless NMS
    - Data Centre
    - Cloud networking
    - High-availability / resilient designs
  - Firewalls.
  - Next-Generation firewalls.
  - Enterprise architectures (e.g. servers / networks / firewalls).
  - Understanding of common infrastructure elements for example Windows Server features like Active Directory or DNS as well as a level of familiarity with Linux/Unix.
  - Network monitoring solutions (e.g. SolarWinds)

### Working environment

The role is primarily based at the nearest Net Consulting location to the candidate's home address, with weekly travel to Cardiff, regular UK and occasional overseas travel required to attend customer and supplier meetings.