

Entanet Job Description Form

May 2017



Job Title	NOC Solutions Engineer
Reports To	NOC Manager
Job Purpose	To design, configure, maintain and deploy managed connectivity solutions and PWANs, including the configuration of core network and customer premises equipment.

Key Responsibilities:

- Establishing networking environment by carrying out system configuration and system installation while defining, documenting and enforcing system standards.
- Participate in the design and implementation of new solutions for Entanet, resellers and customer and improving resilience of the current environment.
- Ensure that all events for installation, maintenance or faults are logged into the ticketing system with all needed information (description, time frame, impact, resolution/correction steps etc).
- Ensure outstanding troubleshooting during faults on the core network or for customer escalated issues. Ensure solution in a timely manner and with overtime if necessary.
- Ensure that all installation, maintenance and fault finding activities are conducted in accordance with good Health and Safety practices and ensure that all appropriate risk assessments are in place prior to any work being undertaken.
- Upgrading data network equipment to latest stable firmware releases.
- Configuration of routing and switching equipment.
- Remote support of on-site engineers and end users/customers during installation.
- Attending site for installation or troubleshooting when needed.
- Respect of timing when assigned on a shift.
- Escalate to management when there is a major outage.
- Daily check and act on all the NOC ticket queues, including provisioning and peering to ensure requests are actioned in a timely manner.
- Stay on top of new technologies.
- Share knowledge to the team when specialised in a technology by providing workshop / training course.
- Ensure on-going maintenance and tidying of the data centres, workshop and lab in Telford.
- Review and update all the NOC documentation as needed.
- Provide overflow resources for other teams within the NOC as required.
- Work closely with Provisioning and Pre-Sales teams

Person Specification

Requirements	Essential	Desirable
Education	Maths & English GCSE to Grade C or above or equivalent	Computing GCSE/A Level
Knowledge	Cisco IOS IP and associated routing protocols	Firewalls OSPF, BGP protocols Basic command line scripting
Experience	1 st /2 nd Line Network Support Experience in Data Centre environments	Worked within the Communications industry/ ISP Experience in Field engineering
Skills	Good under pressure Very analytical Good troubleshooting skills	Managed small projects
Personal Qualities	Professional approach/attitude Adheres to industry standards	Confident talking to groups
Other Requirements (e.g. Driving Licence)	Driving Licence	