

<b>JOB TITLE</b>	Network Engineer	<b>PRIMARY LOCATION</b>	Inverness / Glasgow
<b>DEPARTMENT</b>	TSC	<b>HOURS OF WORK</b>	Mon – Fri, 9am – 5.30pm OOH cover on a rota basis
<b>SALARY</b>	Negotiable	<b>CONTRACT TYPE</b>	Permanent

## HIGHNET

We provide a wide range of innovative and progressive telecommunications solutions, products and services to business across the UK through our dedicated Channel Partners. We manage over 17,000 business lines, billing over 87,000,000 minutes a year and have Scotland's first business-only next generation IP network.

Our staff take great pride in ensuring that every client gets a best in class experience; this makes our customer retention one of the highest in the telecoms industry. Each team boasts specialist skills ensuring that we remain experts in our field and drive long-term business relationships.

## JOB DESCRIPTION

### RESPONSIBILITY

Working with a team of 2<sup>nd</sup> line engineers within the Technical Service Centre (TSC) you will be responsible for managing, maintaining, and developing the Core Network. You will be tasked with investigating highly complex network / system faults as well as implementing customer requests on DNS and Radius servers. You will be responsible for implementing changes on the company network to meet customer and business needs, as well as providing 2<sup>nd</sup> line network support to all customers for both faults and service requests.

You will also be responsible for day to day operation of the network security systems.

### MAIN DUTIES\*

1. Monitor and maintain our core devices and work with our suppliers when required to help resolve any issues that may occur.
2. Monitor and maintain the security of the company network.
3. Configure customer routers.
4. Work closely with 1<sup>st</sup> Line Support with any issues that they are unable to resolve and provide 2<sup>nd</sup> line support to our customers and partners.
5. Work with our customers to ensure that their business needs are met.
6. Develop complex MPLS solutions for our customers.
7. Liaise with customers to understand technical requirements and resolve issues as quickly as possible.
8. Act as technical contact for our service providers and work closely with them during network development and hardware upgrades.
9. Create and maintain TSC documentation.

### ADDITIONAL DUTIES\*

1. Help the Installation Team when required to install customer routers for DSL / FTTC / Ethernet connections.
2. Maintain the DNS and Radius services.
3. Visit our POPs / Datacentres throughout the UK to install / replace equipment.

*\*This list is not exhaustive and all personnel may be required to perform duties out with their normal responsibilities from time to time.*

REQUIRED SKILLS	ESSENTIAL	DESIRABLE
<b>EDUCATION &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>• Strong numeracy and communication skills</li> <li>• CCNA / JNCIS Routing &amp; Switching</li> <li>• CCNA / JNCIS Security</li> </ul>	<ul style="list-style-type: none"> <li>• Worked in an ISP environment</li> <li>• CCNP Routing &amp; Switching</li> <li>• JNCIP-ENT</li> </ul>
<b>RELEVANT EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Knowledge and experience in configuring Cisco and/or Juniper routers and switches</li> <li>• Experience in a networking/ security environment with strong analytical and problem solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Configuring and troubleshooting: <ul style="list-style-type: none"> <li>○ BGP</li> <li>○ MPLS</li> <li>○ QoS</li> <li>○ VRF's</li> <li>○ LNS/L2TP</li> <li>○ DNS / Radius</li> <li>○ DSL, FTTS, EoFTTC</li> <li>○ Fibre Experience</li> </ul> </li> </ul>
<b>SPECIAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Driving license as occasional on-site visits may be required</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Strong problem solving and evaluation skills</li> <li>• Excellent collaboration skills when working as part as a team while also able to work efficiently under own initiative</li> <li>• Ability to communicate technical information clearly and effectively</li> </ul>	
<p>The successful candidate will have the passion and determination to deliver a best in class service to all customers. They will be a strong team player with innovative thinking but will be equally comfortable taking ownership of their tasks and working under their own initiative.</p>		

To apply for this position please email your CV to [recruitment@highnet.com](mailto:recruitment@highnet.com)