**JOB DESCRIPTION**

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| **JOB TITLE:** | IP Network Engineer |
| **HOURS OF WORK:** | 37.5 hours per week |
| **REPORTS TO:** | IP Network Manager |
| **WORKING WITH:** | Service Design, Service Assurance, Service Management |
| **DEPARTMENT:** | CTIO – IP Engineering |
| **LOCATION:** | Guernsey |

## JOB PURPOSE

To be responsible for the engineering provision, development, management, and maintenance of Sure IP/MPLS networks, broadband BNGs, DDoS protection and related systems and platforms.

To propose and develop appropriate operational, maintenance and provisioning procedures to ensure the reliability of the above networks meets customer needs and service levels.

## MAIN DUTIES AND RESPONSIBILITIES

* Operate / maintain / manage Sure IP/MPLS networks.
* Operate / maintain / manage Sure broadband BNGs
* Operate / maintain / manage Sure DDoS protection systems.
* Operate / maintain / manage Sure network monitoring platform.
* Assist Service Design in the planning, testing and implementation of enhancements and new technologies for Sure IP/MPLS networks.
* Implement and evaluate IP & MPLS related solutions / technologies.
* Liaise with Product Management and Service Management and other internal teams as required.
* Assist the Sure management team, as required, with the preparation of performance, growth, and budgeting information.

**In addition, the person will be required to**

* Take a fully active role in the standby and call out scheme with a contractual obligation to provide call out cover.
* Work off-Island when required to do so.
* Be aware of performance standards for the group.
* Undertake supervision and co-ordination of consultants, suppliers and sub-contractors working on networks/systems that the team have responsibility for.
* Attain and maintain at least one relevant technical professional network qualification. For example:

Juniper – JNCIP-SP

or

Cisco - CCNP Service Provider

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

## SKILL REQUIREMENTS

Highly Desirable

* Prior knowledge and experience of configuring, maintaining, and troubleshooting network hardware, including routers and switches.
* Prior knowledge and experience of OSPF and BGP dynamic routing protocols.
* Prior knowledge and experience of MPLS, L2VPN (point-to-point, VPLS), L3VPNs, traffic-engineering.
* Appreciation of the telecommunications/IT market and customers.
* Ability to communicate effectively with customers and staff at all levels.
* A good understanding of broadband BNGs and PPPoE
* A good understanding of DDoS protection.
* A good understanding of QoS.
* A current driving licence.

## Education/Qualifications

* High-level qualification in computing or related field is desirable but not essential.
* Professional Cisco accreditation is desirable but not essential.

## Experience

* Proven IP and technical networking knowledge is desirable but not essential.
* Experience in developing, managing and supporting IP networks is desirable but not essential.
* Experience of Cisco IOS, IOS-XE and IOS-XR operating systems is desirable but not essential.
* Experience of Juniper JUNOS operating system is desirable but not essential

**Personal/Behavioural attributes:**

* Ability to produce accurate, good quality work.
* Willingness to learn.
* Demonstrate an interest in current and future technology.
* Strong customer focus with high standards of customer care.
* Smart appearance and ability to promote the Sure progressive image.
* Self-motivated with the ability to work alone and as part of a team.
* Flexible attitude with enthusiastic and spirited approach to all tasks associated with the role.
* Willingness to work unsociable hours both as part of the standby scheme and for scheduled maintenance and planned work, but also, as required, at very short notice when actively troubleshooting ongoing faults which are service impacting.