

Job Description

Network Consultant

Company Description:

GibFibreSpeed is a recently launched, dynamic and fast expanding Internet Service Provider based in Gibraltar. Our ISP project started in 2015, but our business roots were born in 1927. As a proudly Gibraltarian corporation, we strive to bring quality, reliability and service at unparalleled competitive rates both to the residential and business/enterprise community.

Role Description:

The specialist will be part of our Engineering division and will have a technical background focused on, but not limited to, network technologies in an ISP environment. The job purpose is to design, implement, troubleshoot and document technical activities related to the network infrastructure. The consultant will act as the owner for specific network related projects and will interact with engineers from other technology domains.

Responsibilities:

- Act as subject matter expert for network projects. Design, implement and troubleshoot projects related to a wide range of networking technologies;
- Act as 2nd level support and escalation point for network related incident and problems;
- Assist the support team in root cause analysis and troubleshooting issues related to network infrastructure, in order to accurately isolate the cause and provide working solutions;
- Monitor progress against customer SLA's using NOC/Monitoring specific systems to ensure customer service levels are achieved;
- Liaise with vendors where necessary in order to resolve vendor related issues;
- Manage on-going vendor related technical escalations through to completion;
- Maintain and develop technical skills/certifications as required to support new and existing technologies and customers offerings;
- Share knowledge of regular fault solutions within the support team in order to reduce rework in solving the same problem;
- Document technical proposals, designs and solutions into standardized templates (HLD, LLD, Implementation Plan etc.) and in the internal Knowledge Base system;
- Define project timelines and activity list based on the customer requirements, solution evaluation and technical analysis;
- Providing technical coaching & mentoring other colleagues;
- Offer support and consulting services in projects related to other technologies (non-network related).

Required background and qualifications:

- At least 4 years experience working with networking solutions, preferably in a Service Provider environment;
- Certifications: CCNP Routing and Switching desired or equivalent experience;
- Willingness and curiosity to get involved in projects related to other technologies and to learn and specialize in other technical areas, not related to network technologies;
- Soft skills:
 - Ability to communicate and collaborate efficiently
 - Methodological skills, strong problem solving abilities;
 - Excellent English oral and written communication skills;
 - Strong customer-facing and relationship-building skills;
 - Proactive attitude;
 - Ability to innovate and think out of the box;
 - High interest in continuous self-learning and development (new tools, technologies, methodologies);
 - Self-motivation to achieve consistently high quality results;
 - Openness to share knowledge and best practices with the team;
 - Ability to use simplicity in complex projects.
- Technical skills - mandatory:
 - Strong knowledge of IPv4 protocols;
 - Familiar with Service Provider and Enterprise network architectures;
 - Solid understanding of networking-protocols/-technologies: Ethernet, TCP/IP, OSPF, BGP, VLAN, STP, QinQ, QoS tools and mechanisms, Multicast (IGMP, PIM SM, SSM, filtering and scoping), Netflow, SNMP;
 - Advanced IP routing knowledge;
 - Knowledge in configuring and troubleshooting Cisco hardware in a LAN & WAN environment (ISR, ASR, Catalyst 4500, Catalyst 6500, Catalyst 3750), Juniper hardware (SRX series), Mikrotik platforms etc.;
 - Design and implementation of SNMP based monitoring and alert systems.
 - Service Provider transport network types (optical fiber, GPON, broadband, DSL etc.);
 - SLA and network resiliency concepts knowledge;
 - Security technologies (including DDoS protection, VPN, traffic filtering and segregation etc.).
 - Strong documentation creation skills.
- Technical skills – nice to have:
 - Linux skills;
 - Collaboration technologies (VoIP, Video conferencing, Instant messaging, Voicemail etc.);
 - MPLS technologies;
 - IPv6 protocols;
 - IPTV technologies;
 - Provisioning and billing solutions;
 - Server and virtualization (VMware) technologies;
 - Web servers, DNS, SNMP, DHCP, RADIUS, MySQL;

- Scripting and development tools.

Benefits

- Opportunity to work in a dynamic, professional and creative environment;
- Opportunity to learn and work with a variety of technologies;
- Trainings;
- Opportunity to develop a career in a stable environment;
- Motivating salary package.