Senior Network Engineer   
  
We are looking for a dynamic individual to join ViewQwest, a home grown Internet Service Provider that is driven by technical innovation and our commitment to excellent customer service. We’re at the forefront of technological innovation, with our network and infrastructure built entirely on next generation connectivity. We’re constantly innovating to deliver customer-centric solutions to connect the world.   
  
The ideal candidate would be an experienced Network Engineer who is hands on and show a keen interest in exploring and tinkering with new technologies.   
  
Responsibilities

* Manage a Juniper and Cisco infrastructure environment consisting of 1000+ nodes.
* Monitor, support and configure Juniper and Cisco routers and switches as well as all necessary security applications. Provide ongoing network maintenance, including updates and security patches.
* Monitor, evaluate and solve potential network performance issues. Manage infrastructure-related and other network requests and problems. Support customers via email, telephone and face to face interactions.
* Responsible for tier 2 escalations and support. Liaise with other Network Operations Center.
* Develop and maintain documentation related to the installation, administration and maintenance of network infrastructure.
* Monitor and ensure that all fault tickets are resolved timely and meet performance SLA on MTTR, availability and QoS. Prepare monthly performance reports according to the SLA framework.
* Evaluate new network technology. Assist with the planning and design of future network architecture.

Requirements

* Diploma or Degree in Computer Science, Information Technology, Engineering or a related field
* 3+years’ experience deploying and managing infrastructure, especially in a 1,000+user distributed environment. Qualified candidates should have well rounded experience with network diagnosis, configuration and problem resolution.
* Strong analytical; skills and has a flair for dealing with technical and operational problems.
* Good interpersonal skills and fluent in communication
* Knowledge of GPON technology, Fiber Optics and IP technology.
* Possess of experience in ISP environment will be an advantage.
* Professional certification like CCNP or JNCIA will be preferred
* Interest in Internet technologies (routing, switching and general network infrastructure) including technologies associated with the ISP market