

Coevolve Response Center (CRC) Job description: Level 2 CRC engineer

July 2017

Date:	July 2017
Role offered / Location	Level 2 CRC engineer / Menara Shell, KL Sentral
Working hours	Day shift, possible night shift and after-hours escalations as required
Package	To be discussed: Candidates must provide current payslips
Required start	Immediately

WHO IS COEVOLVE

We are one of the leading providers of next-generation networking solutions for global enterprises, with a specific focus on Software Defined WAN (SD-WAN) solutions and related services. We help our clients across all phases of the service life cycle, including initial assessments, architecture and design, implementation and ongoing support. We currently provide these solutions in almost 50 countries.

Our clients use these solutions to achieve significant improvements in cost, reliability and performance in their wide area networks.

Our completely global mindset and experience is brought to bear on the challenges that face those tasked with designing, implementing and managing global networks to continuously improve the functionality, service delivery and return on investment of that network infrastructure. <http://coevolve.com/>

WHAT ROLE ARE WE OFFERING

- The CRC (Coevolve Response Center) is looking for a Level 2 Networking engineer to work from Menara Shell in KL Sentral which will be a permanent day shift role with an expectation of some ad-hoc night shift requirements and availability for after-hours escalations.
- We want an energetic and focused Network support person with a proven track record of supporting enterprise network routing and switching environments
- We are looking for someone who is hungry for a change of pace and is seeking the opportunity to work for a fast-moving global start up specializing in managed SD-WAN services and support
- This role requires core competencies in support, monitoring and analysis of Level 2 and 3 network issues as well an opportunity to lead process improvement opportunities. It would also include performing in-house training to other technical and non-technical staff
- The technical, educational and personal details are listed below
- If you are keen to learn and want a challenge and global experience please apply

WHATS IN IT FOR YOU

- A people centric organization that encourages natural curiosity and self-improvement
- A Hands-on Learning environment.
- Opportunity for career advancement through exposure to the SD-WAN technologies and a forward thinking Global start up
- Exposure to a Global teaming environment

TECHNICAL EXPERIENCE

- Solid and proven experience of diagnosing network (WAN and LAN) and service issues, following them through to resolution
- Experience of analysing system and network performance using monitoring and graphical data, as well as traditional troubleshooting steps and analysis
- Hands-on experience in Network troubleshooting of a complete Network environment, ISP and data equipment, Routers, switches and security devices (both physical and virtual preferred).
- Strong knowledge of core competencies such as Routing, switching on both LAN and WAN which you can prove in the interview process
- Experience with internet routing technologies and strong network diagnostic skills.
- Proven experience in supporting network protocols such as TCP/IP, SNMP, BGP, OSPF, HSRP and Networking hardware such as Cisco Routers and Industry standard switches

- Ability to interpret Cisco configs and a proven understanding of security offerings including physical and “as a service” offerings. Excellent technical documentation skills. Previous experience in SDN (Software-Defined Networking) or SD-WAN (Software-Defined WAN) is a major plus
- Experience in data entry – ability to create and maintain working Excel spreadsheets, previous use of document management tools such as SharePoint

EDUCATIONAL AND WORK EXPERIENCE

- Bachelor’s Degree in Computer Science or a related discipline and at least 3 years’ experience supporting Customer networks in a Level 2 engineer support role.
- Previous or current working knowledge of Software defined Networking is a plus
- Proven experience in Incident and Problem management skills and proven problem-solving skills – This is a must have...
- Ability to identify and analyse network performance issues and work within operational processes, driving corrective/preventative action plans.
- Cisco Certified Network Associate (CCNA) preferred
- The desired relevant experience is 1 to 3 years and the job requires flexibility to work in rotational shift 24*7 (including night shift) as needed
- Experience with scripting, e.g., REST API, Java, Python scripts

PERSONAL ATTRIBUTES

- Must be self-motivated and able to work without supervision as well as in a Global team environment
- Good self-awareness. Actively seeks out tasks that help develop skills and knowledge.
- Strong understanding of escalation processes and SLA (Service level agreement) management
- Willingness to learn and perform new tasks, sometimes out of the scope of the Level 2 role
- Must be able to drive positive outcomes that are always in the best interest of Coevolve and its Customers
- Must show a very good track record of attendance in previous roles
- Experience in report preparation is strongly preferred
- Start as soon as possible

