



HIGHWINDS®

Position: Network Engineer

Location: Winter Park, FL

About Us:

Highwinds is an established leader in multi-platform IP services, content replication and delivery software and services. Since 2002, we have provided for the advancement of a wide range of technologies - including messaging bus architecture, network management, distributed file systems and advanced routing methods.

If you are motivated to deliver high quality and innovative services, Highwinds can offer you a great career opportunity. We offer benefits including 401k, medical, dental, vision, paid time off, and a competitive salary plus commission to qualified team members.

Job Summary:

As part of the 24/7 Network Operations Center (NOC) team, this person will provide Tier II and Tier III support as part of the global service assurance process and will be directly accountable for the operation of a global IP backbone network. The primary responsibility of this person is to react to trouble tickets as identified by our NOC personnel and work to resolve issues with minimal network degradation or customer impact. Additional responsibilities include the review of network changes, the execution of network changes such as upgrades, configuration management, to include audit and standardization activities, network health monitoring and repair.

Personal Skills:

Qualified applicants must be able to demonstrate the following:

- A strong sense of responsibility and initiative
- A strong desire to learn and improve
- A strong customer satisfaction orientation
- An ability to prioritize and organize tasks carefully and accurately
- An ability to handle multiple projects and tasks
- An ability to work independently and as part of a team
- An ability to make decisions and solve problems while working under pressure
- An ability to communicate with all levels of management and company personnel
- Dedication and commitment to providing continuous service for the advancement of technology

Responsibilities:

- Ensure appropriate management personnel and other departments are notified about network events
- Contribute to the Company vision of being the industry leader in customer service through quality, commitment, courtesy, integrity and teamwork
- Ensure that network and customer problems are resolved within corporate objectives
- Responsible for the end to end performance of the network
- Ensure network QoS through daily proactive analysis
- Open trouble tickets and alert management of degraded network conditions
- Troubleshoot network issues to resolution
- Minimize network downtime and customer impact through configuration management

- Follow strict operating processes and procedures as it relates to network operations
- Assist in lab testing for ongoing evaluation of software and hardware functionality on the network, as well as other operational tasks to support engineering and facilities
- Assist in implementing new service enhancements within the production network
- Interface with various vendors and external groups in the normal operation of the network
- Perform other duties as requested by manager

Qualifications:

- Bachelors degree in Information Systems or related field or equivalent experience
- In-depth knowledge of transmission, IP, and Telephony networks and related services
- Three to five years of hands-on BGP IP routing experience within a large ISP networking company
- Deep working knowledge of BGP, OSPF and MPLS IP routing protocols
- Deep working knowledge of Foundry products and operation
- Working knowledge of DWDM and Ethernet networking
- Experience in the specification and implementation of network management systems
- Excellent verbal and written communication skills
- Strong customer satisfaction orientation
- Ability to flourish in a high pressure, fast-paced environment

Working Conditions:

- Basic Office Environment

This job description is not intended to be all inclusive. Applicants must be legally permitted to work in the U.S. in order to have their application considered.

Highwinds is an Equal Opportunity Employer.

If you are interested in this position with Highwinds, please submit your cover letter and résumé to careers@highwinds.com. In the subject line of your email, please include the title of the position.

If your experience and qualifications match our current needs, you will be contacted by a member of our human resources team. We look forward to hearing from you!