Administrator - Field Services

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Company: Microland

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Required Skills

Technology | Meraki SDLAN Administrator - Level 2 Support

Technology | Cisco R and S Network Expert - Level 3 Support

Technology | Meraki SDWLAN Administrator - Level 2 Support

Technology | Viptella SDWAN Expert - Level 3 Support

Education Qualification :

Engineer - B.E / B.Tech / MCA

Certification Mandatory / **Desirable :**

Technology | Administrative Level Certification - VNX300 / RCPE Professional-Level Certification in WAN Optimization / NSE4 / CCNP Data Center / CCNP Enterprise / CCNP / ECMS2 / ECMS2

Delivery Skills:

1. Technology Management:

Responsible for overall network technology management for the business. Responsible for planning and execution of new technology roll outs, scope expansion and readiness of team from technology standpoint. Manage SOPs, Knowledge documents, KB articles. Implement technical methodology improvement from past failures and learnings.

2. Restoration and Resolution:

Identify the network issue based on troubleshooting and decide on the actions required to be implemented for resolving the issue. Refer to required KEDB or Knowledge bases for known issues/repetitive issues and resolution steps. Implement the resolution steps, execute, validate and update ticket with steps taken and outcome.

3. Triage:

Once the resolution steps are completed if the issue is still not resolved or if it s an unknown issue and standard troubleshooting methods did not resolve the issue, escalate the ticket to L3 Network SME and support the troubleshooting process, if there is a bridge, continue on the bridge along with the SME. This support includes coordination with 3rd party network vendor technicians.

4. Process Compliance:

- Gather information from vendor, customer, analysis from the troubleshooting/investigation, resolution steps implemented etc. and update the tickets regularly, as per the defined process.

- Prepare a detailed report on the plan of action for the existing tickets for the next shift andengineer (Shift Handover Report).

- Followthrough and execute the various Escalation Matrix (Vendor , Internal and Customer defined).

- Ensure tickets are closed post user/customer communication.

- Constantly track tickets for SLA adherence and escalate on deviations as defined in the process.

5. Value Proposition:

Understand the existing environment and propose any opportunity of improvement. Look at nagging issues in the environment and come out with Get Around solutions by working with vendors and industry experts

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