

Job Description

**Level 3 Network Engineer
Eastern Europe Timezone**

Version January 2022

1. Who is Coevolve?

We are a leading provider of next-generation networking solutions for global enterprises, with a specific focus on SD-WAN, SASE (Secure Access Service Edge), multi-cloud networking and related services. We currently support these solutions at client sites in more than 80 countries. Our clients use our solutions to achieve significant improvements in cost, reliability and performance in their WAN and cloud services or other critical enabling infrastructure.

Join us at the cutting edge of global networks! We have lots more content available at www.coevolve.com and we suggest reviewing that for additional background on Coevolve.




[Our CTO also describes our environment in this video.](#)

2. Relevant Company Positioning

Coevolve describes itself as a “full-stack SD-WAN provider” meaning we must exhibit knowledge across all layers of the end-to-end network scenario for the client. For the “life cycle phases” and “service modules” we have sold to the client we are responsible for key underlying vendors that are part of our solution (this can include VMware, Dell, Cato Networks and Zscaler). We are not trying to sell anything and everything within the end-to-end requirement of the client, however, the Coevolve team members are expected to understand the broader “ecosystem” of relevant industry players.

Coevolve overview

We are a leading global provider of next generation networking technologies

- 
Telco-independent SD-WAN
- 
Cloud networking & multi-cloud
- 
Network, security & analytics integration

Established in 2014

80


Countries

6


Continents

475


ISPs in overlay




Team of global SDWAN & enterprise network specialists



Co-managed by 24x7x365 Coevolve Response Center

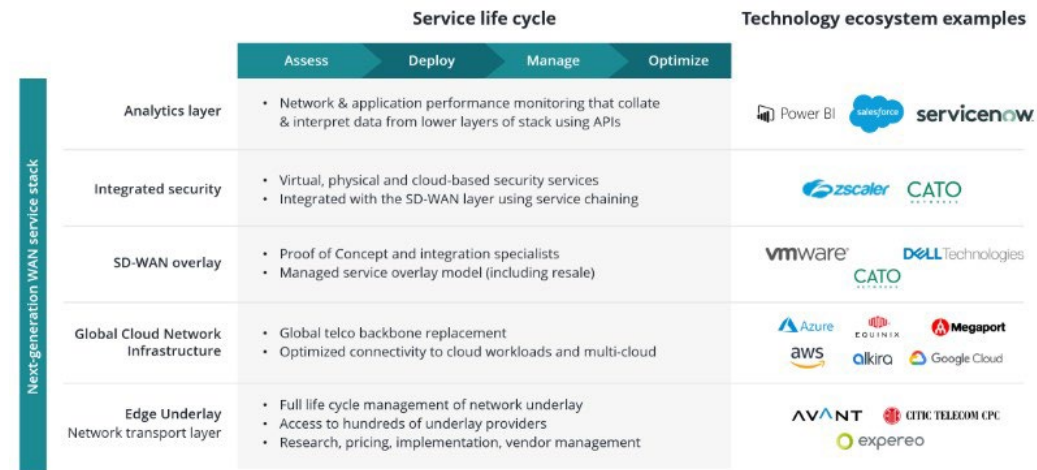




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Bringing these capabilities together: Integrated Solutions

An adaptable business model that has evolved and sees additional technology partners added



Coevolve • Confidential

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3. Overview

We have a first class, next-generation network services team in the **Coevolve Response Center** as a global function. The "CRC" provides great end-user experience working seamlessly with Coevolve teams in London, Chicago, Sydney and Singapore.

Our CRC is looking for outstanding **Level 3 Network Engineers** to join our mission to provide world leading managed SD-WAN and SASE services. We need energetic network professionals who are looking for a change of pace and opportunity in an up and coming, global player that specialises in Managed SD-WAN. The core hours of work for this role are planned in the Eastern Europe Timezone.

Coevolve is the global leader in telco-independent SD-WAN and cloud networking. This role is at the forefront of customer service, ensuring excellent standards for Incident Management, Change Management and Problem Management. Trained to ITIL standards, this role intends to be proactive in the delivery of the support to the client and help provide a superior service vs traditional telcos and IT integrators.

This European-based role will work across the deployment and management phases of our SD-WAN service offering (which in full span Assess > Deploy > Manage > Optimize), with the majority of the focus being in the Manage phase which is the "business as usual" or Run stage of the life cycle.

In addition, the L3 is expected to assist the Coevolve Sales Team proactively cultivate strong business relationships with their key technical contacts across our sales geographies including Technical Consultants and Senior Network Engineers. The L3 is also expected to assist in Coevolve's Operations Director and CRC Manager in problem management activities by leading the preparation of Post Incident Review (PIR) reports and helping us refine our methodology as requested to help Coevolve iterate for improved service quality.

4. Tasks & Responsibilities

- Taking in information from Coevolve, vendor and client contacts to coordinate Incident Management steps after diagnosing network (WAN and LAN) and service issues, following them through to resolution
- Analysing system and network performance using monitoring and graphical data, as well as traditional troubleshooting steps and analysis
- Network troubleshooting of a complete Network environment, ISP and data equipment, Routers, switches and security devices (both physical and virtual preferred).
- Utilise your core competencies in Routing, switching on both LAN and WAN to describe the symptoms, likely causes and remediation activities in an end to end manner to get services restored to optimal state as quickly as possible
- Use strong network diagnostic skills in supporting network protocols such as TCP/IP, SNMP, BGP, OSPF, HSRP and Networking hardware such as Cisco Routers and Industry-standard switches
- Interpret SD-WAN and other security configs with a proven understanding of network and security offerings including physical and “as a service” offerings such as VeloCloud, Zscaler or Cato Networks.
- Review client configurations and update technical documentation (including network maps visio)
- Own P1 issues aka “urgent” and work with team lead on high impact tickets
- Lead liaison with the client after urgent Incidents and run Problem Management methodology to assist Coevolve’s Operations Director and CRC Manager in the production of draft Post Incident Review (PIR) reports and the follow up communications on these with the client.
- Assist our Technical Consultants with key activations in client project deployments (for eg. Data Centre sites) and deploy all high impact changes including bespoke changes as directed by TC’s.
- Creation of process guides for review and approval by CRC management and technical leadership to create and run training sessions for use within CRC team at L1 and L2
- Reviews all technical documentation prior to all handover of all new clients. Review all software release notes for known issues and resolutions. Provide insights to TC and CRC management on the potential implications.
- Takes action on all active tickets that are equal or less than their CRC staffing level or as directed by CRC manager
- Use data sorting and analysis to create and maintain working Excel spreadsheets

5. Skills and Experience

- Strong written and oral communication skills, ability to interact at technical and conceptual level effectively both internally plus with suppliers and clients including on a global remote basis,
- Ability to develop and clearly articulate complex conceptual designs in “whiteboard” discussions
- Confident and tenacious individual who understands the importance of ownership and time management
- Self-driven with proven record of developing high-quality, commercially viable, technical solutions
- Ability to work to under pressure and tight deadlines to produce excellent quality work
- Excellent skills in Microsoft Office suite, Visio, etc.
- Excellent knowledge of following technologies. Hands-on experience preferred but not required:
 - WAN and LAN designs
 - Switching and routing, including BGP, OSPF, QoS, CoS, NBAR, PBR
 - MPLS / Internet / DMVPN / IPsec

- Access technologies such as Ethernet / PPP / Wireless / satellite
- Network and Application Performance Management concepts and tools
- Network and Application Optimization concepts, tools, and Appliances
- Security; firewalls, proxy servers and IDP/IPS concepts, tools, and appliances
- Cloud delivery, including IaaS, PaaS, SaaS concepts and services
- Data center designs / Disaster Recovery / Business Continuity Plans
- SD-WAN, SASE, multi-cloud networking and other next-generation network technologies a bonus (we acknowledge that not all companies have yet made this available to their teams and formal certifications are rare, so extra credit will be given for self-guided research on these topics for the interview. We do expect you will do further self-guided research on this key topic through the interview process.
- Desire and ability to learn new technologies quickly and interact with third parties

6. Qualifications

- Bachelor's degree in computer science or related field
- 5+ years of industry experience in a related field (telecommunications, cloud service provider, etc.)

7. Reporting Line

- This position reports to the CRC Manager in Malaysia for prioritization of client and internal work
- This position will also have close interaction with the Global Operations Director in Sydney for critical escalation and Problem Management and evolving Coevolve's service methodology

8. What's in it for You?

A lot! We are: a fast paced culture in an early adopter technology that is disrupting the global enterprise market; a people-centric organization that encourages natural curiosity and self-improvement; a hands-on learning environment working with highly innovative vendor partners like VMware VeloCloud, Zscaler, Cato Networks, Equinix, Microsoft Azure, RingCentral etc.; and exposure to the SD-WAN, SASE and multi-cloud networking technologies and a forward thinking scale up in a global team where any self-starter can make a real difference.

TAKE ACTION! If this is the next challenge you need then contact us ASAP. We need awesome individuals to join and thrive in our dynamic team. If you're keen to learn heaps, become a true SD-WAN expert and want the challenge of global experience, please **APPLY TODAY!**