

## Digital Network - Senior SME (WL1)

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Company: Microland

Location: United Kingdom

Category: computer-and-mathematical

### Required Skills

Technology | Meraki WLAN Expert - Level 3 Support

Technology | Cisco R and S Network Design SME - Level 4 Support

Technology | Cisco WLAN Design SME - Level 4 Support

### Education Qualification :

Engineer - B.E / B.Tech / MCA

### Certification Mandatory / Desirable :

Technology | Expert Level Certification - ACMX / CCIE Wireless

### 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 is 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 engineer (Shift Handover Report)

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

- Maintain inventory of Network equipments and links

- 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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#### **Cross References and Citations:**

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