

Junior Network Engineer

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Company: Schenker Technology Center Warsaw Sp. Z o.o.

Location: Poland

Category: computer-and-mathematical

Job description

Respond to 2nd line Service calls, Incidents and Service Tickets for technical support,

Track and monitor the problem in our Service Management Tool (ServiceNow) to ensure a timely resolution,

Collaborating with cross-functional teams to ensure network integration with other systems,

Identify, research, and resolve 2nd level Technical Support problems related to the Internet, Firewalls, LANs, WLANs, WANs, and other Network components,

Monitor the WAN, WLAN and LAN environment and proactively react on any issue,

System operations, maintenance, and documentation in accordance with compliance and security requirements as well as services high availability with quality assurance and development of standards,

Maintain and keep up to date the monitoring systems and documentation,

Support Senior Engineers with their daily operational activities like problem management, participating in implementation projects,

Support and improvement of Organization's Global Network standardization process with daily activities of Country related services migration to Globally managed networks and standards.

University degree in related technical/business areas or equivalent work experience,

Experience in Field Support, 1st Line of IT Support, and Internships within Network Area will be a plus. Typically, it requires 2-3 years of relevant IT experience in the area of Network technology related IT Infrastructure services,

Knowledge of networking concepts such as TCP/IP, DNS, DHCP, VLANs, routing, switching, subnetting,

Understanding of network protocols and technologies, including Ethernet, Wi-Fi, VPNs, and firewalls,

Basic knowledge of IT/Network security,

Basic knowledge of ITIL processes,

Experience/Ability in analyzing network issues, identifying root causes, and resolving incidents,

Experience in End Users/Customer support,

Fluent in English language,

Flexible thinker able to operate in a changing environment.

Nice to have:

Experience in support and manage Cisco LAN/WLAN Networks,

Certification on Cisco CCNA, Cisco Meraki ECMS1/2, other related to Networking area certifications,

Experience in SD-WAN (, Fortinet), Cloud based Services (, Zscaler, Cisco Meraki), Infrastructure Monitoring (, SolarWinds) are meritorious skills,

Experience with Infrastructure as Code (, Jenkins, Python or Terraform),

Interested in Automating repetitive tasks (, Python scripting),

Any other European language.

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