

Job title:	Network Engineer
Department:	Network Planning & Engineering, Global Network Solutions Group
Location:	Worldwide, works out of the Calgary office
Supervisor:	Network and Security Team Lead

JOB DESCRIPTION

About Network Innovations:

Network Innovations is a leading provider of Satellite & Communications services including VSAT networks, Mobile broadband, Push-to-Talk and IoT solutions. NI serves clients across the globe in the Government, Media, Energy, Maritime, and Aero markets. With headquarters in Calgary, Canada, we have regional offices across North America, Europe, and Asia Pacific, and we work with over 200 partners operating globally.

Job purpose:

The Network Engineer is responsible for maintaining the design and integrity of NI's internal networks, NI's customer-facing PoP networks, and NI-managed customer networks. This role will be responsible for designing, documenting, implementing, and testing complex infrastructure in support of staff and customer needs. The individual in this role will also provide expert technical assistance to team members for any network-related request.

As a member of the Network and Security team supporting operations worldwide, the Network Engineer will provide a mix of onsite and remote support as required, and demonstrate the skills required to secure and manage network infrastructures to protect productivity, mitigate threats, optimize costs, and build confidence in NI's network and security capabilities.

Duties and responsibilities:

- Design, implementation, administration, documentation and support of all network and security devices within NI's internal network, PoP networks, and NI-managed customer networks.
- Ensure redundancy and stability of all critical network devices.
- Participate in the administration and maintenance of the network monitoring and management systems, including configuration management and network health checks.
- Provide training and work closely with our NOC team to ensure they have the tools to monitor, respond & perform basic troubleshooting when network incidents occur.
- Work with the sales teams to engineer solutions with a 'network' component and build design plans as required for customer networks.
- Perform network assessments and security audits and ensure that work performed complies with cyber security and IT policies. This will include gathering evidence to

- enter into our GRC systems to assist with external audits (NIST, ISO 27001, CMMC, CIS).
- Document all NI network infrastructure and update documentation as changes are made (change management).
- Communication with customers and users as required, keeping them informed of incident progress, and notifying them of planned changes or outages.
- Field, review and resolve customer troubles as escalated by the Global Technical Operations team.
- Perform research and development and keep on top of current IT strategies and trends, and be a driver for continual improvement within the NP&E team.

Qualifications:

- At least 8 years' experience in Network or Security Operations with at least 5 years of supporting Enterprise Networks.
- Experience in multi-national operations.
- Personal Characteristics: problem solving, ability to work under pressure, confidential and ethical, results driven, customer focus, structured, and a team player.
- Strong troubleshooting skills and the ability to break down and solve complex problems.
- Implementing cybersecurity and networking solutions including routing, switching, wireless, firewalls, remote access, access control, VPN, zero-trust network concepts.
- Strong knowledge in Dynamic routing protocols - BGP, OSPF.
- CCNP level certification preferred.
- Palo Alto Networks Certified Network Security Engineer (PCNSE) is an asset.
- Strong written and verbal communication.
- Passion and pride in your work results.
- A willingness to embrace and live the core values of Network Innovations.

Working conditions:

This position will normally have office hours of 8am to 5pm local time, 5 days a week. However, the incumbent must be available 24/7 x 365, within reason, to address issues in the IT environment. The position operates in a professional office environment. This role routinely uses standard office equipment and software.

Physical requirements:

An ability to travel and on a global basis. A valid passport without restrictions. Sitting and using a computer for extended periods of time.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.