

Operations Engineers - Cisco UC/IPT

Location	Crewe CW1 6GL
Job Type	Permanent, Full Time
Years of experience	2+ years
Education Level	Bachelor's Degree (strongly preferred)
Career Level	Entry / Experienced (Non-Manager)
Salary	GBP 25,000-32,000 per year plus: 10% bonus scheme, pension, life assurance

Develop your consulting career as an Operations Engineer with a growing Cisco, Microsoft, VMware and EMC partner.

Block Solutions is a dynamic technology solutions business that was recently ranked 35th in the 2011 Sunday Times TechTrack 100 fastest growing Companies, servicing clients ranging from city-based finance houses to large public sector organisations. Our core expertise is in Data Centre, Collaboration and Network Systems.

We are currently seeking Operations Engineers to join our Operations and Support team, with a view to developing into a Consultant longer-term (long-term career paths available around Cisco, Microsoft, EMC, VMware). The ideal candidates will have the potential and drive to progress through the various levels of Vendor certification, ultimately to Cisco CCIE or equivalent.

In this role, you will be responsible for supporting advanced enterprise network and UC installations, as well as Block's internal IT operations, via the Block NOC in Crewe Business Park and at client site.

NOC responsibilities will include a mix of hands-on technical tasks and customer/project communication tasks:

- Raising and resolving support tickets, aiming for 'first contact resolution'
- Producing daily, weekly and monthly SLA reports
- Monitoring customer networks using Block's remote monitoring platform, raising and resolving resulting tickets where appropriate
- Supporting project teams based at customer site
- Supporting Block's internal office systems, including PC builds.
- Provide Out of Hours cover on a rota

Client site activities will include:

- Implementation and configuration of UC and R&S solutions where appropriate
- Equipment Room surveys and upgrade work
- Coordinating the activity of third party suppliers (cabling companies etc.)

Core Skills Requirement:

- CCNA
- Experience of supporting Cisco Unified Communications Manager
- CCNP preferred
- CCNA/CCNP Voice preferred

Over time, we will help you to develop your technical and customer skills to a point where you can contribute significantly to new project installations, and ultimately design and deliver enterprise-class solutions.

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The ideal candidate will be qualified to CCNA level. You must have a demonstrable commitment to a career in Networking and be able to work responsibly under your own initiative, have a determined approach to solving problems and possess excellent communication and documentation skills.

Due to the requirement for constant oral and written communication with customers, **excellent, fluent spoken and written English** language skills are essential.

This is a great opportunity for a dynamic, enthusiastic individual to join a fast growing Cisco partner based in Crewe and London, with excellent earnings potential.

Block is committed to equal opportunities and does not discriminate on grounds of age, gender, race, religion, disability or sexual orientation. We are ISO9001:2008 certified.

To apply for this position, please send a CV and covering note to careers@block-solutions.net. Please note that we can only guarantee a response to successfully shortlisted applicants.

No Agencies Please