

Senior Network Engineer
Energy & Mining
Houston, US

About ITC Global

At ITC Global, we bridge the gap by ensuring our customers' global satellite communications and IT systems are performing securely and reliably, allowing them to focus on what is important without worrying about their connection.

We create smart network solutions tailored to the way our customers operate. Intelligently integrating network and digital solutions, with active management to ensure the fastest speeds, the best user experience, reliable application access and data flow for real-time operations, and the most robust cyber security.

About Marlink Group

ITC Global was founded in 2001 to bring the industry-leading connection to developing markets and remote and harsh locations. ITC Global became part of the Marlink Group in May 2021. Marlink Group has more than 1300 colleagues working in more than 30 locations around the world and helps customers in industries including Shipping, Energy and Humanitarian to run their business remotely in ever smarter, more profitable, and sustainable ways.

Your Mission

The primary responsibility of the Network Engineer will be to analyse, design, install, configure, implement, maintain and support custom solutions for ITC Customers. The Customer Engineering department provides the technical skills to implement technical strategies, evaluate products and provide superior technical support that benefits customers.

Main Tasks

- Contributes to developing customer-facing solutions in coordination with Sales and Sales Engineers.
- Assist Sales as a technical resource when attending client meetings with possible presenting.
- Work with the Engineering and global NOC, ensuring the proposed solution is valid and supportable.
- Ensure that all engineering parameters, needs, and client requirements are fulfilled on time.
- Assist in the development of a data and voice (VoIP) strategy that will provide carrier-grade data and telephony services over satellite, LTE, Fibre, MetroE, VPLS, MPLS, or other WAN technologies.
- Collaborate with other Network Engineers around the globe in the design and deployment of new services and/or enhancements to existing voice services.
- Assist in the development/refinement of the overall network security strategy and design.
- Design and deploy services derived from the network and not tied to a single facility or contain a single point of failure.
- Work with third-party vendors, manufacturers, and partners as needed for project delivery, solutions development, or troubleshooting.
- Document all designs and necessary information for support teams.
- Oversee/own and resolve complex technical issues with satellite and other WAN and LAN operations.
- Project manage technical issue resolutions that require cross-functional teamwork.
- Provide Level 3 (high-level) technical support to the Network Operations Center.
- Assist with developing solutions on new satellite technologies including Starlink, O3b and OneWeb.

Qualifications & Professional skills

- Fortinet certifications are desirable: FCA/FCP.
- Cisco certifications are desirable: CCNA/CCNP or equivalent level of knowledge and experience.
- GVF certifications are desirable.
- At least three years of hands-on network configuration and troubleshooting experience is necessary.
- Has a basic understanding of RF Technologies (Link budget analysis, antenna theory and design, BUC/LNB, LTE).
- Previous experience with VSAT systems is favourable (iDirect, Comtech, Newtec, Intellian, Seatel).
- Has proven ability and experience in troubleshooting network and application protocols.
- Has proficiency on network platforms, including Cisco devices (routers, switches, ASAs, CMEs), Palo Alto, Fortinet, VoIP (SIP and CME based) and basic Linux understanding.
- Experience and hands-on knowledge of routing protocols (BGP, OSPF, EIGRP, RIP) and switching (STP, etherchannels).
- Experience with WAN technologies (MPLS, VPLS, Frame-Relay, SD-WAN).
- A collaborative team player who can work independently and with minimum supervision.
- A detail-oriented individual with excellent verbal and written communication skills.
- Proficient in the use of MS Office Suite (Excel, Word, Outlook, PowerPoint, Visio).
- Possess excellent communication and presentation skills combined with the ability to effectively interact with customers and a diverse range of internal organisations.

Main attitude and Competencies

- Highly motivated with a positive approach to all tasks.
- Ability to work effectively within all levels internal and external.
- Strong team player.
- Ability to work under pressure.

Our Commitment

Our Corporate Social Responsibility approach is part of the Marlink DNA to develop our business and people operate responsibly. Marlink has incorporated and respects the Ten Principles of the **UN Global Compact** into our strategies to establish a culture of integrity, value, trust and innovation.

The Marlink Group is a transnational organisation and considers cultural diversity as one of its greatest strengths. Additionally, we support diversity in race, gender, religion, national origin, political opinion, sexual orientation, social origins, age and physical or mental character.

We offer

- Marlink Training Academy for professional and personal development
- LinkedIn Learning
- International mobility
- Equal opportunities employer
- Cultural diversity
- Attractive working environment in an international telecommunication company
- Employee social events

Interested?

Please send your CV
to christine.stott@itcglobal.com