



Position: Operations Engineer Level 1

As an Operations Engineer, within Asavie's Operations Team you will be responsible for the support of Asavie-powered network solutions. These network solutions provide VPN and associated routing, firewalling and authentication services via a cloud-hosted, software-as-a-service (SaaS) platform. There will also be responsibilities in service monitoring, maintenance and support of Asavie's network and systems infrastructure across multiple global data centres.

Location: Dublin 2 / 4, Ireland

Languages: English – excellent spoken English required.

Responsibilities:

- Involvement in Global projects providing cellular network solutions to global carriers and customers
- Perform problem analysis in a reactive and proactive manner
- Providing technical assistance to Channel and partners
- Identifying and clearly documenting issues requiring escalation, for complex problem resolution and/or product life cycle management
- Promote a team environment by assisting co-workers whenever necessary to enhance the professional development of everyone within the organization
- Ownership of channel and customer issues through the ITIL workflow

General Requirements:

- 2 years' experience in a Network and/or IT Operations support in a customer facing role.
- Experience in a cloud systems operations role, TelCo, SAAS or ISP environment would be a plus.
- 3rd level qualification in a computer networks / systems / telecoms or related discipline.
- Professional qualifications (e.g. CCNA, LPI, CompTIA etc.) – completed or in progress

Skills Required:

- **Very Good Linux** skills (RedHat, OpenBSD)
- Experience in the configuration and management of virtualised environments, in particular **VMWare** products.
- 2 years' experience in a professional **Network and/or IT Operations support** in a customer facing role
- Excellent knowledge of networking **protocols** and tooling including routing, switching, firewalls and associated protocol debug tools – tcpdump, wireshark.
- Operational **storage management** experience, ideally tiered NAS/SAN, EMC a plus.
- Knowledge of **OA&M** network monitoring systems: Nagios, NetFlow, OpenNMS, SNMP,
- Strong ability to quickly understand and assimilate new technology concepts.
- Provision of regular reporting and metrics of production system health to the business
- Strong documentation and communication skills (written and spoken).

Other Requirements

- Problem solving: understand system performance bottlenecks, failure points, and security holes, help design and implement solutions to fix them. Anticipate where the problems will be.
- Contribute to improving all aspects of systems lifecycle (systems build out, software deploy/upgrade, monitoring and troubleshooting)
- Proven ability to manage multiple workflows and tasks in parallel.



- Travel possibility; 5 – 10% travel, occasional after hours escalations
- Occasional customer facing troubleshooting

The role will require participation in a compensated 'on-call rota' and may require international travel to support the build and maintenance of our global datacentres

About Asavie

Asavie is the world's leading developer and provider of cloud-delivered, secure connectivity services to mobile Carriers. Asavie's unique Software-as-a-Service (SaaS) connectivity solution delivers seamless connectivity to the Carrier's customer, regardless of network, technology and locations. This market is poised to grow from zero to almost a billion dollars per year in the next 5-10 years. We encourage employees to continue to upskill and offer attractive bonuses for exams and certifications, along with study time and a lab environment. We feel it is important to provide an environment where our employees grow with our company.

How to Apply

If you think you have what it takes to really make a contribution in our company then email your CV and cover letter to careers@asavie.com. We offer higher than average compensation reflecting the calibre of person required.