



**Broadband for the Rural North Ltd, Station Yard, Melling, Carnforth LA6 2QY
Registration no. 31352R**

Job Description

Name:

Position:

Senior Network Support Engineer (SMT)

Reports to:

Head of Network Operations

Line Manager to:

none

Salary range:

£35,000 to £40,000 dependent upon experience

Role:

- Oversee and engage with the Network Operations team on the development, deployment, and management of all network infrastructure projects.
- Work as a core part of the Network Operations Team to ensure that our networks and associated systems are always available, performant, efficient and secure.
- Carry out day to day operational and build duties as required.
- Willing to support other members of the Network Operations Team in a busy, rapidly growing work environment.

Responsibilities:

- Own, design, and implement scalable core network architecture to include solutions such as our EVPN / VXLAN distribution network platform with underlying ISIS IGP / iBGP mesh to ensure high quality network performance and resilience.
- Handle the day to day relationship with our datacentre partners such as Equinix, Pulsant, and LINX and respond to problems and issues arising to keep these critical network border points operational.
- Update and manage our RIPE database entries to keep our records clean and concise which aids healthy global routing of our AS and associated prefixes. This includes inetnum/inet6num objects, AS-SET and routing policies, alongside RPKI deployment.
- Manage and deploy industry standard DDoS protection on our border network points. This also includes iBGP sessions with Bogon prefix list providers and the associated firewall and policy rules to protect network assets.
- Liaise, establish, and manage border point Peering/IP Transit links to create best possible paths for traffic to reach our customer base. This will also include liaison with content providers to establish network links to in house cache servers hosted on the B4RN network.
- Keep a regular eye on security news and apply appropriate equipment firmware and patches to ensure maximum network security. This includes the provision of classifiers and policy statements on network devices.

- Manage network traffic levels and apply appropriate QoS and CoS solutions to ensure clear paths for essential traffic.
- Installation of core and distribution network devices liaising with the Network Build team for core network physical link installation, testing, and provisioning. This will include the termination of drop cables for power supplies using 48v DC systems and traditional 240v AC systems.
- Diagnose the root cause of network issues using problem-solving skills and work to produce permanent solutions to ensure problems do not recur.
- Respond to core network and systems faults alerted by the active monitoring system or as directed, ensuring prompt resolution. This requires 24x7 call-out rota working.
- Provide second line/escalation support for the technical/helpdesk team ensuring prompt resolution of faults, including possible extended support for business subscribers.
- Provide training and collaborate with colleagues to upskill the entire department together as a team.
- Work with the networking team to resolve faults and issues.
- Plan and deliver discrete projects, e.g. implementation of IPv6 rollout.
- Take ownership of problems and be proactive when dealing with issues.
- Assist in the evaluation and testing of new technologies, as directed.
- Any other duties as may be required, consistent with the position.

Requirements:

- The company's 24x7 support commitments will require participation in an on-call system that will result in callouts outside of standard working hours.
- This post requires the ongoing possession of a full UK driving license.
- Experience with Linux-based operating systems such as OpenBSD, Debian and CentOS.
- Experience of working with Juniper/Cisco infrastructure to CCNP (or similar) level.
- Ability to use a wide variety of open source technologies and tools.
- Prior project management experience/qualifications would be helpful.
- Able to work on own initiative.
- Strong attention to detail.
- Team worker (in addition to B4RN staff you will be working alongside hundreds of volunteers who assist in the deployment of the network).