

# Network Manager - Carlisle

## Role Profile

Reporting into the Network Director, the Network Manager will be responsible for managing the deployment of our network equipment as we build our new sites and monitor and manage our current network infrastructure. Providing support to our Technical Support team to resolve complex issues and customer faults. We are looking for a pro-active, highly motivated individual with the ability to deliver set objectives accurately, and on time. The successful candidate will be able to work autonomously, whilst guiding and supporting their team.

## Main Responsibilities

- Supporting the technical support team to ensure they have the knowledge to deal with all customer enquiries
- Develop a culture which clearly outlines expectations for each member of the Network team and encourages personal responsibility and development
- Manage cabinet builds to ensure they are built, configured and tested ready for delivery to site
- Collaborate with external suppliers to solve issues
- Ensure all changes to the network are documented and highlighted to the relevant team members
- Leading the improvement of processes within the department to encourage a more streamlined delivery
- Troubleshoot issues efficiently while effectively communicating escalations and outcomes.
- Provide guidance and mentoring to engineers, supporting the design, implementation and troubleshooting when required.
- Monitoring the existing network to identify and faults or issues
- Implement low-level designs in alignment with architecture principles and standards
- On-call duty for core and access network.
- Occasional out of hours work required
- Occasional travel to our network sites in various locations throughout the UK

## Working hours

This is a full time role working 37.5 hours per week, Monday – Friday, 9.00am – 5.00pm

## Skills & Experience required

- Proven experience in an ISP or large Enterprise environment
- Strong leadership capabilities and a willingness to grow the team in line with the business requirements
- Desire to take full ownership of a project - Create, manage, and update the project plans & deliverables.

- Adept and creative skills for solving complex network and security challenges across multiple functions
- Network aptitude. The skill to take a new technology, research it and deploy it live in a fast paced, constantly evolving environment
- In-depth troubleshooting at the LAN and WAN levels.
- Ability to interpret packet captures
- Experience in documentation of technical issues.
- Ability to understand IP network designs
- Practical knowledge of BGP, OSPF, ISIS, CGNAT, IPV4, IPV6 & VOIP
- Knowledge of multiple network technologies IP, Ethernet, Switching, QinQ, VPLS, VPN, MPLS and Firewalls security practices
- Arista/Cisco/Mikrotik experience - CCIE or equivalent qualification or relevant experience.
- Experience of configuring and using common Network Monitoring Systems (NMS) such as LibreNMS & Nagios and the operating systems (mainly Linux) on which they run.
- Experience of TR-069 and Auto Configuration Servers
- Experience of AWS
- Experience of configuring and operating DNS servers.
- Highly organised individual with the ability to work under pressure, assimilating information quickly and acting decisively in an environment of changing priorities
- Service provider background (Desirable)
- Network Security Exposure (Desirable)
- Programming and automation interests (Desirable)
- Driving licence and own vehicle required

### Excellent Employee Benefits

- Salary dependant on experience
- 25 days annual leave, plus paid bank holidays
- Up to 7% pension contribution
- 4 times salary life insurance cover
- Employee Incentive Scheme
- Employee Referral Scheme
- Perks at Work Scheme

### About Grain

Grain is a fast-growing national broadband provider, headquartered in Carlisle, with a range of opportunities across the UK. Unlike some providers, Grain builds their own dedicated fibre optic network with a unique cable to the home (FTTP), delivering some of the fastest broadband products and helping bring digital transformation to the UK.

Having recently announced a £75 million investment, now is the perfect time to join one of the fastest growing companies in an exciting industry – apply today!

Employment with Grain Connect Ltd is subject to satisfactory references and other verification checks (including basic DBS check where applicable) that may be a requirement of your role. Reference and/or other verification requirements applicable to your post will be advised to you during the recruitment process.

