

## Advanced Services Engineer 3

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Company: Juniper Networks

Location: Colombia

Category: other-general

At Juniper, we believe the network is the single greatest vehicle for knowledge, understanding, and human advancement the world has ever known.

To achieve real outcomes, we know that experience is the most important requirement for networking teams and the people they serve. Delivering an experience-first, AI-Native Network pivots on the creativity and commitment of our people. It requires a consistent and committed practice, something we call the Juniper Way.

### Advanced Services Engineer

Bogota, Colombia

#### Key objectives

The Advanced Services team provides exceptional outcomes and remarkable customer experience through forward-looking technical services to optimize network reliability and performance for designated customers. We are passionate about enabling our customers towards a fast, risk-free deployment of network services. We assist our customers to evaluate network for performance, scalability, and security and provides recommendations on network configurations and topologies to improve operational performance and identify/mitigate major risk areas. Partnering on short-term projects such as recommendation and implementation of new Juniper software and hardware features in the customer's network.

Key responsibilities include the following, but are not limited to:

This role requires you to be a customer advocate within Juniper and be a single point of contact for the customer for all post-sales services needs

Stay in alignment with the customer and accounts team with respect to the services sales

and product sales activities.

Help support cases resolved as per SLAs and expedite/escalate critical issues among Juniper technical support teams. Provide relevant technical inputs to facilitate and expedite escalated problem resolution.

Proactively escalates and brings people with required expertise together in order to bring critical and important issues to closure.

Act as an interlock between Customer and Juniper Professional Services, Advanced Services and Education Services for the services to be delivered to the customer.

Engages on the major projects for service requirements, risk management, and expectation setting with the account team, partners, and customer.

Conduct Periodic reviews with the customer on Juniper service delivery metrics, SLA and quality.

Establish a customer specific operational status and reporting framework (preferably using ITIL), and lead in the delivery and presentation of status reports.

Uses technical knowledge to review and assess open software defects. Discovers potential risks associated with the deployment plans and partner with the customer to develop mitigation plans.

Delivers proactive consulting services such as technical analysis and recommendations (Impact assessment and analysis, health check analysis, software upgrade analysis, config review, etc...)

Partners with Customers in conducting periodic Juniper product health checks in order to identify potential product improvement areas. Based on the evaluation makes a relevant recommendation to optimize operational performance with respect to design/topology/configuration.

Reviews and evaluate network plans and assists in the planning of new feature implementation and product deployment. Allies with internal teams to resolve identified risks in software.

Engages with Juniper engineering teams to improve potential quality issues with products.

Document and maintain customer network solutions knowledge and educates other internal Juniper resources for a better support experience.

#### Skill specifications

The candidate must have a deep understanding of core IP networking concepts (TCP/IP, QoS, VLAN, STP, IPSEC, NAT, IPv6). Should possess reasonable expertise in Layer2, Layer3 protocols such as VRRP, OSPF, BGP, Multicast, MPLS VPN.

Knowledge and experience of the newest technologies such as Segment Routing, Traffic engineering, DC switching, VxLAN, EVPN, SD-WAN & Wireless is a plus.

Experience working in large enterprises, Network service providers have added advantage.

ITIL Framework process knowledge will be an added advantage.

Experience and desire to work on automation will be valuable in long run.

Amiable communication, interpersonal and social skills will make a difference!

Juniper product certifications (JNCIS/JNCIP/JNCIE) or industry equivalents are helpful.

#### Qualification and Experience:

Experience with customer facing roles is essential.

We prefer candidates with bachelor's degree in electrical/electronic Engineering, Computer Science or equivalent.

4+ years experience in designing, implementing, and solving technical problems of the state-of-the-art Datacenter, IP/MPLS- Networks. High exposure to network operations environment.

Ability to operate independently, including management of priorities in unstructured environment.

The successful candidate will demonstrate and be a role model for the values of the Juniper Way - Be Bold, Build Trust, Deliver Excellence.

### **ABOUT JUNIPER NETWORKS**

#### **WHERE WILL YOU DO YOUR BEST WORK?**

Wherever you are in the world, whether it's downtown Sunnyvale or London, Westford or Bangalore, Juniper is a place that was founded on disruptive thinking - where colleague innovation is not only valued, but expected. We believe that the great task of delivering a new network for the next decade is delivered through the creativity and commitment of our people. The Juniper Way is the commitment to all our colleagues that the culture and company inspire their best work-their life's work. At Juniper we believe this is more than a

job - it's an opportunity to help change the world...

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