

## Network Support Engineer

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Company: Amadeus

Location: Bogotá

Category: computer-and-mathematical

### Job Title

Network Support Engineer

**Amadeus Hospitality's Technology Operations organization provides infrastructure and engineering support for the hosting and development of proprietary software used by the global hospitality industry.**

### Summary of the role:

**We're looking for a forward-thinker with a strong background in network engineering. You'll work with your team, other cross-functional technology teams, and business unit leadership to implement, manage, and maintain the network infrastructure within the Amadeus Hospitality enterprise ecosystem, in both private and public cloud spaces, and in support of both internal and customer-facing environments.**

### In this role you'll:

**Work with a great team of enthusiastic network engineers.**

**Collaborate with other engineering teams, architects, and project management.**

**Build and maintain switches, routers, firewalls, and load balancers.**

**Administer firewalls (Cisco ASA and Palo Alto) and load balancers by receiving request coming from R&D areas and translating into technical implementation plans.**

**Build and maintain WAN links using technologies such as VPN, MetroE and Express Route.**

**Maintain and improve upon best practices for reliability, stability, security, and performance.**

**Provide occasional off-hours support and participate in an on-call rotation shared within the team.**

**Perform change, problem and incident management functions.**

**Write and maintain any technical documentation necessary for efficiency among teams.**

**Automate solutions for complex & repetitive tasks or problems.**

**Provide escalation support, troubleshooting and resolution assistance for the platform in a 7/24 scheme.**

**About the ideal candidate:**

**Basic qualifications and skills:**

**You should have a college diploma or university degree in the field of computer science or equivalent demonstrated experience.**

**Preferred qualifications and skills (3+ years of experience with):**

**Network and security engineering and support in 24/7/365 environments.**

**Enterprise class routers and switches (Cisco ASR, Nexus, etc.).**

**o Protocols such as BGP, EIGRP, OSPF, and HSRP.**

**o Features like SVI, vPC, VDC, STP/RSTP/RPVST, LACP, EtherChannel and Port-Channel.**

**Enterprise class firewalls (Cisco ASA/Firepower, Palo Alto, etc.).**

**Enterprise class load balancers and associated traffic policies (F5 LTM, Citrix ADC, A10, etc.).**

**Network management, monitoring and troubleshooting tools/software.**

**In-depth knowledge of the TCP/IP model and strong troubleshooting skills across all layers.**

**The ability to work independently while exercising good judgement.**

**The ability to maintain ownership and accountability across all areas of responsibility.**

**The ability to work with interruptions and respond appropriately to unexpected situations.**

**Experience with remote access technologies (SSL, IPSec VPN, RDG, etc.).**

### **Business Understanding**

**Understanding the impact that critical systems have on the overall business of a company.**

**Fluent in English and Spanish required**

**Experience with enterprise public clouds, SDN, and build automation tooling is a plus.**

**Industry standard certifications in physical or cloud networking are also a plus.**

**What we can offer you:**

**Get rewarded with competitive remuneration, individual and company annual bonus, vacation and holiday paid time off, health insurances and other competitive benefits.**

**Work from anywhere: onsite, hybrid or fully remote.**

**Professional development to broaden your knowledge and enhance your skills with on-line learning hubs packed with technical and soft skills training that allow you to develop and grow.**

**Enter a diverse and inclusive workplace, join one of the world's top travel technology companies and take on a role that impacts millions of travelers around the globe.**

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