



Position: Operations Engineer - Networking
Company: Redwood Technologies GmbH
Location: Munich, Germany
Reporting Relationship: Managing Director D-A-CH
Website: <http://de.stormklantcontact.com/>

Redwood Technologies is a world leader in cloud communications integration and customer engagement technology

With offices in Germany, Japan, Netherlands, the UK and the US, our award-winning proprietary cloud services power some of the largest organisations across the globe. Operating in sectors ranging from utilities and travel through to finance and government, our clients include Deutsche Telekom, Sodexo, Rakuten, and the UK's National Health Service (NHS).

Our mission is to enhance the way the world communicates. With our omni-channel cloud contact centre solution, **storm**[®], we enable businesses, customers and colleagues to interact across social media, video, SMS, email, web, web chat, and emerging technologies, such as WebRTC. We connect to hundreds of external systems, including AI, information and logistics systems, to bring information and communications together and deliver the customer experience of tomorrow.

We take pride in our core beliefs of teamwork, quality and agility. Time and again, this ethos has been reflected in our high-quality products and our aptitude for providing quick, responsive solutions to our customers. With a core staff of intelligent and passionate individuals, we are looking for new members to continue upholding our beliefs and to catalyse further successes as we expand on a global scale.

The Networking Engineer Role

We are looking for a highly motivated and experienced Networking Engineer to join our Operations Engineering team in our Munich office.

What you'll do:

- Design, document and build data connectivity solutions to support growth
- Assist with the on-going assessment and upgrade of networks
- Work with the Operations Team to implement and integrate designs into existing platforms
- Diagnose and quickly resolve a wide range of applications and networking issues to ensure that storm platforms maintain their high availability for international clients
- Coordinate the installation of hardware such as routers, switches, firewalls and interconnects etc. to support a world-wide network of datacentres, which provide Redwood Technologies' cloud services to thousands of customers
- Maintain knowledge of existing equipment and vendors



- Act as a liaison with suppliers, ISPs and partners
- Interface with RIPE Internet registry and manage allocation of IP resources
- Engage with and take ownership of a variety of projects, ensuring these are delivered to the highest standards within given timeframes; Example of projects include:
 - Implementation of BGP on WAN networks, including peering for internet access
 - Transition from legacy LAN/WAN networks to new designs
- Apply creative thinking and assess patterns in platform behaviour across various channels of communication to help continually improve and optimise services
- Deliver detailed and authoritative progress reports on queries and projects to both clients and to management, in regular meetings
- Maintain a strong awareness of industry developments to provide a framework for driving innovation within the business

Who you are

- Someone with a strong educational background, fluent German and C1 level English
- Strong understanding of networking fundamentals – structured cabling, network media types, routing and switching, IP addressing, VPN, VRF, BGP, RIP, EIGRP, RIPE
- Professional level network certifications (CCNP/ CCDP/ CCNA)
- Experience working with network monitoring and analysis equipment / software
- Excellent knowledge of Cisco technologies
 - Experience of Cisco Security (Firewalls, ASA) equipment and software
 - Experience of Cisco Routers & Switches
- Experience in designing Network Solutions
- Ability to produce written work, such as network designs, implementation plans and documentation to be distributed internally and to clients to hard deadlines

Desirable

- Be comfortable working in a fast-growing company full of enthusiastic, highly intelligent colleagues
- Minimum 5 years' experience working with Cisco technologies
- Experience with Palo Alto firewalls
- Experience with VoIP technologies and Oracle/Genband SBCs



- CCIE qualification
- Customer-facing experience in a technical role

Other Requirements

- Relevant documentation to work in Germany on a permanent basis

Contact Details

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