DDI Engineer - Tier 2

Location: Brno
Working time: Central shift 8/5 customer support + on-call support

Tier 2 DDI Engineer is needed to provide Service Delivery and Service Assurance DNS/DHCP/IPAM support for multiple clients including EMEA restricted and non-restricted accounts. The 24x7x365 customer support includes on-call Tier2 support for Infoblox, QIP, BlueCat and Linux devices. The candidate must be English speaking, able to pass background checks for EMEA restricted accounts and located near the Brno Czech Republic center for commuting onsite. The person must be able to multi-task in a fast paced dynamic environment along with strong decision making and problem solving skills.

Roles and Responsibilities:
Provide support at the Tier 2 level of DNS/DHCP/IPAM clients utilizing QIP, Infoblox, BlueCat and bind platforms.This positon will provide support for service assurance, service delivery of day to day MACD work, problem determination, Disaster Recovery exercises, as well as providing eCEP support for additional revenue opportunities. The individual holding this position will be expected to provide support to all Managed DDI clients.

Maintenance of DNS and DHCP services in the customers networks.
Management of the IP address space for the customers.
Administration of the IPAM (IP Address Management) applications and appliances – VitalQIP, Infoblox.
Implementation of changes based on the business requirements in the DNS/DHCP environment.
Tier 2 Resolution of incidents affecting the DNS/DHCP environment.
Performing analysis of the customers DNS/DHCP environments in order to ensure high availability of these critical services.

Key Competencies and Skills:
• Basic networking skills, CCNA level knowledge
•1-3 years of experience in a similar profile is preferred.
• Excellent communication skills, ability to deal with customers at all levels.
• Strong attention to detail and good interpersonal skills.
• Strong decision making and problem solving skills.
• Ability to multi-task in fast-paced dynamic environment

Education and Qualifications:
4 year College degree in Technical background preferred.
Networking experience preferred.
English speaking