Job Title: Network Optical Engineer
Reports to: Core Network Engineering Manager
Dept: Network Engineering Department
Location: Goldenbridge-Inchicore
Duration: 12 Month Fixed Term Contract

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

This is a 12 month contract role within the Network Engineering team, responsible for the delivery and operation of Virgin Media Ireland's optical Transport network infrastructure and related systems.

As a result of ever evolving services and technologies this position requires an end-to-end understanding of IP and optical transport networks, along with associated management systems.

The key function of the role is to provide network engineering expertise in the development, integration, testing and support of data transmission networks, both within the various Virgin Media Ireland data centres, as well as across national and international backhaul networks. In addition, a particular focus of the role is the design, delivery and support of transport network solutions for Business and Enterprise customers.

Specific Tasks/ Duties:

Service Delivery

- Install and commission SDH transmission network equipment, eg ECI XDM
- Install and commission Metro Ethernet equipment, eg Cisco switches
- Install and commission Transmode WDM equipment, high wavelength count devices used in parts of the network where fibre capacity is restricted
- Install and commission Ciena Switches MEF and NNI Services
- Support the delivery of B2B Roadmap projects, eg MEF/NNI
- Support network upgrades impacting upon B2B services, eg MPLS upgrades
- Provision Gig links and liaise with third parties to bring Gig circuits into service
- Ongoing Upgrade of the network to replace legacy devices with new equipment, across many platforms
- Build circuits with ring protection; Perform end-to-end circuit BERT tests; Fibre testing of using OTDR and laser/power meter tools
- Provision and functionality testing of Business Voice and Data products, including Metro Ethernet, Primary Rate ISDN, Business Internet services
- Install and commission B2B NTU at customer sites, eg ECI XDM, Cisco Switches - configuration, installation and support (layer 2 and 3)
- In co-operation with other departments ensure installations run smoothly and on time
- Commission business and core network circuits
- Take responsibility for the implementation and configuration of Network Management System platforms to support the deployed Transport Network infrastructure
- Co-operate with other teams to ensure smooth and timely delivery of data services
- Follow the agreed Network "Hand over" process from delivery into operation
- Deliver comprehensive design and "as-built" documentation and data records to support the network hand-over into operation
- Assist with other duties as identified by Line Manager

Operational Support

- Maintain transmission network elements, including core backbone network between hub-sites in Dublin, B2B customer access equipment and the national IP backbone network
- Follow agreed practice for responding to and updating Incident tickets - respond to faults that arise and endeavour where possible to resolve these within service level agreement timescales
- Provide support for out of hours planned works activities, including upgrades and migration activity, as required
- Interrogate ECI, Transmode and Cisco management platforms to troubleshoot transmission faults
- Support Third party network and corporate customers in the greater Dublin area
- Provide technical support to customers as required, eg assist fault-finding on customer's voice or data equipment
- Support other areas of the business team including local NOC, Network Operations and Network Engineering teams, and B2B team

The Person:

Essential:

- Ideally Third level qualification in a telecoms related subject
- 3+ years experience in a similar role, deploying and/or supporting network equipment that deliver internet / broadband services
- Strong aptitude in solving technical problems
- Full clean driving license
- Excellent communication skills
- Self-motivated with the ability to work unsupervised
- Ability to work under pressure to resolve faults
- Team player with the ability to pass on expertise to others
- Flexible approach to working unsociable hours

Desirable

- Knowledge of Cisco, Ciena, ECI and Transmode equipment
- Experience in fault resolution and troubleshooting issues as part of an on-call support team
- Experience in design and configuration of enterprise and business network solutions

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

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Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.