JOB DESCRIPTION

Job title:	Post Sales Engineer
Location:	Aylesbury, Buckinghamshire
Direct Reports:	N
Type of position	Full time

JOB ROLE:

Role context and purpose:

The Post Sales engineer is responsible for implementing Red Helix solutions for existing and new clients. The scope of the role covers build, change and support (Inc. remote site visits and on-call), incorporating several vendor technologies - OS and network. This includes, but is not limited to:

- Linux
- Network Packet Brokers
- Network Testers

The Post Sales engineer will have in-depth knowledge of networking protocols (TCP/IP, UDP, etc.), a good understanding of the OSI model and the various networking layers. They will also be confident and familiar with routing, switching and subnetting within large network infrastructures.

Key responsibilities will include but will not be limited to:
- Provide Post Sales support for different Network Packer Broker vendor solutions.
- Collaborate with Red Helix clients to support the testing and implementation of new solutions.
- Attend client premises as required.
- Delivery of Professional Services (e.g., remote, and on-site Training).
- Documentation.
- Contribute to knowledge management, including both reviewing and writing knowledgebase articles.
- Be available outside of business hours if necessary to support project implementation.
- Continually develop knowledge and experience in line with changes in the industry.
- Work closely with Pre-Sales.
- Be part of the 24x7 on-call rota.

Qualifications:

Experience	Essential
	- Experience working with Large Enterprise and/or Tier 1 network providers. - In-depth knowledge of networking protocols (TCP/IP, UDP, etc.). - Understanding of OSI model and various networking layers. - Familiarity with routing, switching, and subnetting. - Knowledge of performance monitoring tools and techniques. - Hands-on experience with Network Packet Broker tools and platforms. - A good understanding of various switching and routing technologies.
	Desirable - Familiarity with specific Network Packet Broker vendors and their product offerings. (KeySight / NetScout) - Knowledge and experience in the implementation of Network Packet Brokers. - Familiarity with security protocols and encryption standards. - Experience with scripting/API integrations.
Competencies	Essential - Strong analytical and problem-solving skills. - Ability to communicate technical information to both technical and non-technical stakeholders. - Documentation skills for creating and maintaining clear and concise documentation. - Collaborative mindset to work effectively with cross-functional teams. - Proactive attitude towards learning and staying updated on the latest networking and NPB trends. - Willingness to pursue relevant certifications. - Good time management and organizational skills. - Ability to adapt to evolving technologies and changing network environments.