

Position: ATCATAAC Engineer

Job Location: Bengaluru

Company: Redeem Software Pvt Ltd, Bengaluru

Education: B.E/B.Tech/M.E/M.Tech/M.Sc

Experience: 5 to 10 years

Job Description

- Good knowledge of ATCA architecture, ATCA platform management and Router/Switch architecture.
- **CCNA and CCNP certification is an added advantage.**
- Exposure to the application of networking protocols one or many, viz., Layer2 protocols (VLAN, STP,LACP, IGMP Snooping, PBB, 802.1Q-in-Q, QoS etc..) and Layer 3 protocols (RIP, OSPF, BGP, PIM).
- Exposure to manual testing experience using CLI, SNMP, NMS/EMS and Automation testing experience is desirable.
- Experience with any of Traffic generator tools (Spirent, Agilent, N2X, ANT20, Ixia, open source toolset) and generic testing tools (Wireshark, tcpDump, NMap, codonomicon etc) is desirable.
- Good intuitive understanding of software, hardware, and systems.
- Should be able to work with little direction and be able to multi-task, handle changing priorities, and meet aggressive customer schedules and requirements.
- Should be able to make good decisions and follow-up up tasks even when faced with ambiguous or missing requirements.
- Strong analytical, technical, problem-solving skills along with good verbal & written communication skills, excellent interpersonal skills are mandatory.
- Exposure to MPLS Protocols (MPLS, MPLS-TP, RSVP-TE,FRR,L2/L3VPN,LDP, OSPF-TE/CSPF, IPv4, IPv6, ICMP, etc..) is an added advantage.

Responsibilities

- Provide first level response and complex engineering support to multiple customers for selected products.
- Attend to the calls and escalations from customers around the clock and resolve issues.
- Follow-up the customer request, issues and release schedules.
- Co-ordinate among development team, quality assurance team, and support team on customer issues. Communicate detailed customer needs to various internal organizations (R&D and QA), follow-up the fixes/response and then communicate to customers.
- Assessing development process, test strategies and test-reports to match the customer requirements and deployment scenarios.
- Preparation of technical product/feature documentation to be used internally and externally
- Manage demonstration, installation and commissioning of ATCA modules, switches, routers etc. for customers.