

Please send resume to me if you interested: mjones48@eagles.nccu.edu, thank you so much.

EXPERIS/CISCO CALO LAB OPPORTUNITY

The Customer Advanced Lab Operations (CALO) maintains all the Customer Advocacy labs worldwide. These labs are used by Technical Services to setup equipment and software to recreate and debug issues for all of Cisco's customers and constitute a critical central component for delivering world-class service to all of Cisco's customers. The lab operations network engineers primary responsibility is to oversee the CALO RTP operations and serve as the point of contact for CALO RTP escalations and handling complex recreates. MUST BE AVAILABLE TO WORK EITHER 1st, 2nd or 3rd SHIFT. Thanks!

Responsibilities include:

- Provide CALO RTP first level-level point of contact during night shift operations.
- Escalation and/or notification point for night shift facility and infrastructure issues.
- Proactive resource manager for determining night shift schedule and prioritize tasks.
- Proactively monitor CALO case tool for case work requests to ensure service level agreements are met.
- Resourceful and able to search for inventory using the CALO inventory system.
- Document inventory and night shift related processes and store on CALO storage system.
- Maintain working relationships with global CALO lab peers.
- Read network topology and build small networks using Cisco routers and switches at layers 1 and 2.

Required Skills:

The successful candidate will possess the following skills:

- Experience using Enhanced Inventory Tracking & Management System (eITMS)
- Familiar and responsible to enforce ISO, ESD and lab safety policies for the night shift.
- Effective written and oral communication.
- Excellent interpersonal skills and able to work with difficult people.
- Excellent organization skills.
- Experience leading a small team and prioritizing work tasks.
- Excellent interpersonal skills and able to work with difficult people.
- Use Outlook/collaboration tool to schedule meetings and run meetings.
- Use PowerPoint, MS Word to create presentations and documents.
- Convey, receive, process, and retain technical information in a short period of time.
- Ability to work in a fast-paced environment and meet established service level agreements.
- Motivated, self-starter with the desire and capacity to learn from simple to complex networking tasks.
- Experience reading network topology and determining device connectivity.
- Able to access up to 6 feet overhead using a ladder.
- Able to lift up to 25 pounds with no assistance.
- CCNA level of knowledge and perform basic router and switching configuration tasks
- Router and switch interface configuration
- Password recovery
- Recover device from rommon
- VLAN configuration
- Basic ACL configuration
- L2/L3 network troubleshooting within a small isolated subnet
- Download and install images from Cisco software download site (CCO) or a TFTP server

Desired Skills

An ideal candidate may possess the following skills:

- CCNA and Cisco networking work experience
- Experience working in a lab environment.
- Experience working with remote end users.
- Experience with using a networking test tool such as IXIA or Spirent.
- Experience with configuring and troubleshooting with Cisco Catalyst, Nexus and Cisco XR products.