

Network Consulting Engineer

February, 2012



The Cisco Support Center in Krakow

To understand the available capabilities and resources offered in particular countries, Cisco continuously evaluates potential sites for support operations around the world. As part of these activities, Cisco is planning to establish a center in Krakow, Poland, to support customers across its Europe, Middle East, Africa, and Russia region and beyond. This Cisco Support Center will complement existing locations in providing services to internal and external stakeholders across multiple functional groups, including Cisco Services, Finance, Operations, and others.

Company

Founded in 1984 by two computer scientists at Stanford University, California, Cisco has been pioneering the Internet Protocol-based (IP) network solutions that make up the Internet. Cisco supports not just the technology itself, but what the Internet can do to change the way people work, live, play, and learn.

John Chambers, Cisco president and chief executive officer (CEO), has made customer focus an essential part of the company's policy. "Customer success and satisfaction are at the heart of Cisco's business strategy and key drivers of our current and future success," he says.

Cisco sales teams are committed to giving the best value possible to customers and partners, through tailored, differentiated sales and services. Cisco sells products directly to customers, uses an extensive partner network, and offers award-winning technical support.

Cisco was founded on a culture of ethical principles, with values of open communication, empowerment, trust, integrity and corporate philanthropy. Cisco employees live and work by these values today.

Learn more about Cisco at <http://www.cisco.com>.

Cisco as an Employer

Cisco is a stable, financially secure company, with a substantial and sustainable record of profitable growth derived from innovative new products and services. It has a globally recognized brand and image, and is one of Fortune Magazine's "most admired" companies.

Cisco has an unrivalled record of commitment to diversity and inclusion, corporate citizenship, and ethical practice. The company is rated by its employees for inclusion in Fortune Magazine's "Top 100 Companies in the World" for which to work. Cisco is known for helping people develop long-term international careers, and has market-leading products and solutions that touch our everyday lives.

Powered by Cisco, technology and innovation are changing the way that people around the world work, live, play, and learn:

- People are receiving faster medical care, thanks to networks that unite voice, video, data, and healthcare systems
- Cisco wireless communications solutions and security technologies allow people to work flexibly and securely
- Advanced communications in ambulances are transmitting information to hospitals, speeding the provision of care to patients
- People are communicating and accessing the Internet beyond the boundaries of corporate networks, knowing they are protected

Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community, and focusing on customer success. The company hires the best people in their field, and brings them together in an environment designed to help everyone achieve success. Cisco colleagues will inspire, challenge, and support you; you will learn from them, and they will learn from you.

Opportunities

Some of the initial opportunities in the Cisco Support Center are in the Advanced Services organization.

Network Optimization Services:

The Cisco Network Optimization Services Organization is primarily focused on helping customers optimize network availability and functionality, to achieve their business goals while gaining the best possible experience. Their success is validated through outstanding financial results, increasing customer satisfaction metrics, industry recognition, and employee satisfaction scores.

The organization provides an excellent environment for learning and development. It helps ensure that there is a proper environment for continuous learning, through regular training and mentorship. Its structure allows employees to work on different technologies with the committed support of a complete team around Network Consulting Engineers (NCEs).

Cisco seeks NCEs to join some of the industry's best thinkers in developing and deploying today's most advanced Internet technologies. In this role, you will gain insight on the detailed functionality of the wide variety of Cisco products and technologies; from standard routing and switching to advanced switching. You will learn how to achieve customer success by combining these products and technologies with industry-leading tools and processes.

A Day in the Life of a Borderless NOS NCE

For me, a typical day starts with prioritizing the multiple projects at hand. These projects can include providing best practices for an Aggregation Services Router (ASR) or a Cisco Nexus 5000 implementation. They can also include a design review of a campus network or assisting a major customer with an IPv6 migration.

Today, I have a change management review at 10 a.m. for a leading financial organization customer, who is planning to implement the Cisco Nexus 7000 in their network. They have engaged Cisco to assist with the review of their change management plan. This activity involves reviewing the configuration and providing implementation practices for the planned changes.

After this meeting, I will be reviewing a code recommendation report for Cisco Catalyst 6500 and Cisco ASR 1000 Series products for about an hour. This is very exciting to work on, as I need to understand the complete configurations, existing features, planned new features, and customer expectations. Then, I will take time for a quick lunch.

Later today, I will need to start working on a campus LAN design review. One of our global enterprise customers has provided a high-level design, configuration template, future requirements, and more. This review will give me more experience on the design aspect, and I am motivated to work on such deliverables. Since design reviews typically take anywhere between three to five days, I have marked all the areas that I need to review on in the high-level design, which I will continue tomorrow.

Next, I will work on scalability testing on GSR routers for my public-sector customer. I have actively participated in the test plan, which was created a few days ago and reviewed. Today, during this schedule, we have set up the access to the Cisco in-house lab. This testing activity is very critical for the customer, and I am very excited to head this activity.

At the end of the day, I receive a call from a customer, who wants to know the best way to integrate an IPS module into his existing Catalyst switch with minimal outage. I refer to the product briefs and implementation videos on the Intranet, and also speak to several solution architects who have worked on this module. Then, I call the customer back and update him on the best option.

Before I leave, I reply to different emails from my customer and from my other team members, who are asking some technical questions. Tomorrow, I need to start working on Network Audit and Security Vulnerability reports, as well as the design review.

Network Consulting Engineer

Specialized in routing, switching, or security.

<http://www.cisco.apply2jobs.com>

R911221, R911222, R911205, R911228

The NCE advocates solutions and services to customers on technologies and platforms to expertly manage their networks. In this role, the NCE will be the Cisco representative to the customer, working in a fast-paced, high-impact environment as a visible contributor delivering on Cisco commitments.

The ideal candidate is a creative problem solver, comfortable with challenging the status quo and rapidly responding to escalated issues. He or she must possess broad networking knowledge and specific area expertise, as well as excellent Customer Relationship Management (CRM) skills.

A high degree of raw analytic intelligence, logical reasoning ability, and curiosity are essential. A candidate must be creative with a practical approach, and have an intuitive feel for financial consequences of recommendations.

The NCE is well positioned to become a trusted advisor capable of building solid, long-term relationships with customers. The position requires passion, plus a demonstrated ability to learn and work in a multicultural team environment. Candidates must have the ability to achieve goals with limited supervision, along with proven crisis management skills.

Scope of responsibilities assigned to the position:

- Perform analysis and diagnosis of highly complex networking problems
- Act as a technical expert with other team members, as well as with other Cisco worldwide teams
- Build simulated networks to resolve problems and compatibility issues, and perform an analysis of network designs
- Provide improvement opportunities and recommendations in products and IOS
- Keep up-to-date with the latest technology products, to provide high-quality support in current and future services

Desired Qualifications and Personal Skills:

- At least four years of an undergraduate degree with strong success in math, engineering or other relevant IT areas
- Three to five years of related experience in routing, switching, or security
- Cisco Certified Network Professional (CCNP) Certification is mandatory
- Cisco Certified Internetwork Expert (CCIE) certification (or equivalent level) in one of the above technologies is preferred
- Ability to communicate in English effectively both verbally and in writing; other languages would be highly desirable

Consulting Skills Required:

- Proven ability to document technical information for training, technical operations run books, and knowledge objects
- Strong customer-interaction skills and architectural skills
- Applies good analytic process to resolve any issue, and can synthesize complexities into clear communications and action plans
- Good business judgment, a comfortable, open communication style, and a willingness and ability to work with teams
- Ability to use and contribute to the knowledge base of solutions and techniques, and shift from theoretical to pragmatic

Future Career Opportunities

For Cisco, developing people and talent are crucial to individual and organizational success. In the Advanced Services organization, this means that there are quarterly follow-up meetings between each NCE and their manager. Both the short-term and long-term development plans are always on the agenda, to help ensure that people grow in their current role or towards other roles.

Your career inside Cisco might involve moving to a Technical Excellence Path or Management Path:

Technical Excellence Path:

- Becoming a senior NCE by specializing in two or more technology domains
- Becoming specialized in another technology as an NCE
- Becoming a Solutions Architect or an Enterprise Architect by providing a complete end-to-end technical solution
- Becoming a Distinguished Services Engineer, who sets and influences the company's technical direction

Management Path:

Along with your technical expertise, you may develop skills in leadership or project management, and gain promotion to positions that could include:

- Advanced Services Manager
- Project Manager
- Engagement Manager
- Services Product Manager

In Other Cisco Organizations:

Advanced Services NCEs are always highly qualified engineers who are very valuable in other Cisco organizations. Opportunities outside Advanced Services are very broad, and highly dependent on the skills developed by NCEs.

Below are some of the positions taken by Advanced Services NCEs outside of this group in different countries:

- Consulting Systems Engineer (Pre-Sales)
- Product Sales Specialist
- Technical Services Engineer
- Technical Marketing Engineer
- Software Developer in a Business Unit

Details of Employment and Remuneration Package

1. Successful candidates will be based in Krakow (Poland)
2. Upon joining Technical Services at Cisco, you will receive:
 - Technical training in Krakow
 - A mentor assigned to guide you while learning the role
 - Structured gradual integration plan for the upcoming months
 - All necessary equipment to perform your role as NCE, and work at home and in emergency situations, including:
 - Laptop computer
 - Home ADSL Internet connection
 - IP phone
 - Router
3. Remuneration will be fixed and non-negotiable, with a highly competitive base salary and bonus package
4. Benefits packages will also include the following categories of benefits:

Salary	<ul style="list-style-type: none">• Base salary, plus bonus [company and individual performance related]
Insurance	<ul style="list-style-type: none">• Life insurance• Long-term disability coverage
Medical	<ul style="list-style-type: none">• Private medical care with a reputable medical services provider
Cisco global benefits	<ul style="list-style-type: none">• Employee share purchase program• Global assistance and emergency services
Accommodation and relocation	<ul style="list-style-type: none">• One-week accommodation in Krakow for newly hired employees moving from other countries



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Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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