

## 2nd Line Data Engineering Professional

### Description

### Why this job matters

Our purpose is to use the power of communication to make a better world. For each other, for our customers, for society and our communities.

As our 2nd Line Engineer, you'll provide technical support and managed services to our customers through the use of emerging DC technologies. By using market leading products and applying BTs process, quality and intellectual property, we provide our customers with services to facilitate their objectives through the power of communication.

The role requires an engineer who is innovative, engaging, driven individual and has a desire to immerse themselves in emerging technologies

### What you'll be doing

1. Utilising experience and evolving technical ability to resolve technical incidents, service requests, changes or problems relating to the "SDx" portfolio
2. Dealing with customer requests in line with Service definitions and SLA's
3. Escalating and managing incidents and requests to vendors in a timely fashion
4. Management and documentation of information relating to customer incidents, service requests, change and problem, and the effective communication of progress of such events to all stakeholders in line with internal process
5. Ensuring continued development of product knowledge, known issues and troubleshooting techniques throughout the support teams

### Essential Skills

TroubleshootingContinuous ImprovementNetwork ConfigurationIncident ManagementDecision Making

### What we would like to see on your CV

1. Qualified to vendor Associate Level – CCNA
2. Proven experience of working within a support environment as a technical engineer
3. Knowledge of MCS products, customer IT systems and applications
4. Possess technical knowledge of at least one of – Datacenter switching, ACI / SDA, Intent based Networking technologies
5. The successful candidate must be willing to undergo Government Security Clearance to SC level, which requires residence in the UK for a minimum of 5 years

### Benefits

### Hiring organization

Candidate-1st

### Employment Type

Full-time

### Beginning of employment

asap

### Job Location

Northern Command Centre,  
Sheffield, United Kingdom

### Working Hours

40

### Base Salary

euro USD 107K - 185K \*

### Date posted

May 17, 2024

At BT, we entertain, educate, and empower millions of people every single day. We're a brand built on connecting people – whether that's friends, family, businesses, or communities. Working here, you'll receive an attractive [salary](#) and a range of competitive benefits, but – more than that – you'll be joining an ambitious organisation with a culture of togetherness, collaboration, and inclusivity, that takes a genuine and proactive interest in your progress and development.

Benefits of working for BT include:

- Competitive salary
- 10% on target bonus
- BT Pension scheme, minimum 5% Employee contribution, BT contribution 10%
- 25 days annual leave (not including bank holidays), increasing with service
- Huge range of flexible benefits including cycle to work, healthcare, season ticket loan
- World-class training and development opportunities
- Option to join BT Shares Saving schemes.
- Discounted broadband, mobile and TV packages
- Access to 100's of retail discounts including the BT shop

#### Flexible Working

This role offers a 3 together, 2 wherever working model. This means you are required to be at your contractual location 3 days a week with 2 flexible days per week.

With over 175 years of heritage, BT is now the flagship business brand of BT Group. We've brought together our best people and capabilities into a B2B powerhouse serving 1.2 million business customers internationally.

We're a global leader for secure connectivity and collaboration platforms for businesses of all shapes and sizes, from big household names and government departments, right through to sole traders and new start-ups. But it's not just the technology that matters, it's what it can do to help them build stronger, smarter, more secure businesses.

We value diversity and inclusion and believe in making a positive impact. We connect for good by championing digital inclusion and equipping people, businesses, and communities with digital skills to thrive.

As a member of our team, you will be part of an organisation that celebrates difference, fosters innovation and provides you with opportunities to be your best. With millions of businesses relying on us daily, joining BT means you can be part of a diverse and multi-skilled team that makes a significant impact to society.

#### A FEW POINTS TO NOTE:

Although these roles are listed as full-time, if you're a job share partnership, work reduced hours, or any other way of working flexibly, please still get in touch.

#### DON'T MEET EVERY SINGLE REQUIREMENT?

Studies have shown that women and people who are disabled, LGBTQ+, neurodiverse or from ethnic minority backgrounds are less likely to apply for jobs unless they meet every single qualification and criteria. We're committed to building a diverse, inclusive, and authentic workplace where everyone can be their best, so if you're excited about this role but your past experience doesn't align perfectly with every requirement on the Job Description, please apply anyway – you may just be the right candidate for this or other roles in our wider team.

### **How the process will look like**

Your teammates will gather all requirements within our organization. Then, once priority has been discussed, you will decide as a team on the best solutions and architecture to meet these needs. In continuous increments and continuous communication between the team and stakeholders, you're part of making data play an even more important (and understood) part withing Brand New Day.

### **Job Benefits**

USD 107K – 185K \*