

About Ideal

Ideal is an inspiring place to work where we help customers transform their business. For our team members, we offer excitement, a sense of purpose and the opportunity to develop. We continually invest in our employees' development and training to keep our skills fresh and enable our employees to further their careers whether this be technical qualifications, soft skills training, or something personal to them.

We believe in a "better-connected world" and our core business is to support customers in developing smarter physical environments. Ideal designs, deploys and manages the Smart Network Technology that underpins the Smart Building Environment. We are an independent company, offering a refreshingly different experience to much larger technology solutions providers.

We empower our people and enable them to work in an environment that is best suited to them, whether that be remote, within our Brighton office or a combination of the two. We welcome applicants from all backgrounds and aim to offer all our staff the support they need to achieve their goals; both personal and career focused. We particularly welcome candidates from under-represented groups in the Tech Community.

The Job

The Senior Project Engineer will play a key role in the design, configuration, implementation and support of network and infrastructure solutions. This includes requirements gathering, project scoping, planning and implementation; mentoring other staff; supporting customers; process improvement and other related engineering duties as required. The role is to act as product champion for one product set in our portfolio and must have significant experience across the Cisco networking portfolio as well as a strong understanding of wider technologies and the competitive landscape.

This role is within a project engineering team and works closely with the project management team, network and security architects, and other SMEs in various technologies involved in the projects.

This particular role is designed to be flexible and dynamic, requiring individuals to perform their duties across three distinct locations: their own homes, the office, and various customer sites. The work is distributed among these places to ensure a well-rounded and diverse experience.

Principal Responsibilities

- Adopting an effective overall approach to project management, scoping, planning and implementation to ensure successful delivery to customers, including managing relationships with 3rd parties.
- Provide design, consultancy and implementation services for projects to Ideal's customers, ensuring all work is scoped adequately to ensure profitability.
- Consult with customers to determine technical requirements of projects to produce detailed design documentation based on architectural standards, to include physical and logical designs and configurations, whilst delivering excellent customer service.
- Install, configure and manage products from Cisco, Palo Alto and a variety of other vendors.
- Own technical delivery of projects and ensure project deliverables are completed on time.

Principal Responsibilities (continued)

- Resolve complex technical issues as third line point of escalation, delivering excellent customer service, liaising effectively with customers to determine positive solutions that increase end user satisfaction, responding with an appropriate sense of urgency to reported problems, managing customer expectations to keep them at a realistic level, following through to completion and communicating resolution results to end user and determining appropriate actions necessary to eliminate future occurrences .
- Staying abreast of industry trends and technology and ensuring you have sufficient technical knowledge to meet technical requirements, support the company's accreditation requirements and share knowledge within the team.
- Work with scheduling team to plan, schedule and prioritise workload effectively and accurately report engineering activity.

Skills & Experience

- Minimum of 8 years Networking and Security experience at CCNP/CCIE level
- CCNP Enterprise certification (or higher) is essential. Additional vendor certifications are desirable
- Experience with Cisco ISE is essential
- Ownership, proactiveness, resourcefulness and attention to detail are key personal traits for this role
- Ideally with experience in some of the following: Palo Alto/Cisco/Fortinet Security, Cisco DNAC, Cisco SDA, Cisco UCS, Aruba ClearPass and VMWare
- Scripting and Ansible skills are desirable
- Ability to communicate confidently and effectively with colleagues and customers at all levels both verbally and in writing
- Questioning approach and use of own initiative
- Accurate and detail orientated with analytical and problem-solving skills

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