

Ideal is an inspiring place to work. We're an award-winning, independent company, leading in our field and offering a refreshingly different experience to the larger IT solutions providers. Our team has worked on some of the biggest projects in the UK & Europe, earning a reputation for delivering smart, real-world solutions using only the best technology vendors in the business.

With expertise in Connectivity, Networks, Smart Buildings, Advanced Wi-Fi, Cybersecurity and Managed IT Services, we proudly support a diverse client base across the public and private sectors.

We're passionate about continuous learning and invest heavily in our people, supporting everything from technical certifications to soft skills and personal development. If you're looking to grow your career with a forward-thinking team that truly values innovation and impact, you'll fit right in.

We welcome applicants from all backgrounds and aim to offer all our staff the support they need to achieve their career goals. We particularly welcome candidates from under-represented groups in the Tech Community.

What you can expect from us:

- ▶ Training: Guaranteed investment in your personal and professional development, including 6 days paid study leave
- ▶ Working Pattern: Flexible, office and home
- ▶ Work/Life Balance: 25 days annual leave plus flexible working opportunities
- ▶ Wellness & Wellbeing: We take our teams health seriously, activities, socials & coaching are routine to us.

The role

The Senior Project Engineer will play a key role in the design, configuration, implementation and support of network and infrastructure solutions. The role is to act as product champion for our portfolio. You will have a desire to keep advancing your understanding of wider technologies and the competitive landscape, staying at the very top of your game. There are frequent opportunities to work with the best and brightest within our technology partners and to be among the first to experience new technologies as they are launched. Our customers are at the core of what we do and as such you will strive to ensure they have confidence in our technical expertise, consulting with them to determine their technical requirements and producing detailed documentation for their projects.

You will have the confidence to take projects from conception, right through to business as usual, working as the lead engineer on projects, mentoring other engineers in the team who will benefit from your coaching and knowledge sharing.

What you'll be doing:

- ▶ Delivering excellent customer service, making sure our customers have confidence in our technical expertise
- ▶ Providing design, consultancy and implementation services for projects to our customers, ensuring all work is scoped adequately to ensure profitability
- ▶ Consulting 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
- ▶ Resolving complex technical issues as third line point of escalation
- ▶ 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
- ▶ Mentor junior engineers and assist in knowledge transfer and documentation reviews.

- ▶ Working with the scheduling team to plan, schedule and prioritise workload effectively and accurately report engineering activity
- ▶ Working on customer sites and remotely to deliver solutions.

Skills & Experience:

- ▶ At least 5 years Networking and Security experience at CCNP or CCIE level
- ▶ Specialised in supporting various architectures with a broad technical competency
- ▶ Additional vendor certifications are useful
- ▶ Strong background in troubleshooting complex issues
- ▶ Proven ability in solution development, being able to capture and quantify business requirements and translate them into effective technology solutions
- ▶ Delivery of Presales function

Key Technical Experience:

Core Requirements:

- ▶ Expert-level knowledge in Security, Networking and associated technologies
- ▶ Expert Level Cisco ISE/Clearpass/NAC
- ▶ Strong background in Network Access Control, Routing, Switching, and Cyber Security.
- ▶ Solid security architecture skills and awareness of cybersecurity principles

Desirable Experience:

- ▶ Familiarity with additional vendors like Aruba/HPE, Meraki, Juniper, Ruckus, Arista, and Extreme Networks.
- ▶ Wireless Design and deployment
- ▶ Exposure to scripting/programming tools such as Python, Ansible, and Infrastructure as Code (IaC).
- ▶ Knowledge of SDN/SDA technologies.
- ▶ Background with server infrastructure (e.g., VMware, Hyper-V, UCS, QNAP).
- ▶ Experience in client-facing consultancy roles or working within a systems integrator/MSP.
- ▶ Knowledge of cloud networking (Azure/AWS) or hybrid infrastructure environments
- ▶ Security knowledge, in any of the following: Cisco, Palo Alto Networks or Fortinet.
- ▶ Cisco Collaboration experience.
- ▶ Experience delivering in challenging environments, such as construction sites.

Whilst this role focuses on networking and security technologies, having a strong working knowledge of UC will be highly advantageous.

Collaboration delivery skills, including:

- ▶ Cloud UC platforms (Cisco UCM, Webex Calling, MS Teams)
- ▶ Cloud video platforms (Microsoft Teams, Cisco Webex)
- ▶ Video codec configuration and interoperability (SIP/H.323)
- ▶ Microsoft Teams Rooms (MTR), Webex Devices, and third-party room systems
- ▶ Gateways, SIP Trunks, SBCs and dial plans

Migration and transformation skills, including:

- ▶ Number porting, tenant migrations, and platform consolidation

- ▶ Contact centre migrations (e.g. legacy to cloud CCaaS)
- ▶ Video estate upgrades and meeting room modernisation
- ▶ Handset and endpoint deployment and legacy system decommissioning

Troubleshoot and resolve end-to-end collaboration issues, including:

- ▶ Telephony and call routing faults
- ▶ Video conferencing quality and interoperability issues
- ▶ Meeting room AV faults and user experience issues
- ▶ Contact centre flows, agent experience, and integration failures