



# Solutions Engineer | Core Team | Network (T1)

 Employment Type: **Permanent**

 Location: **Barcelona, Spain**

 Reference: **SNE 4551**

## About us

We are the managed services division of NTT Ltd. with our headquarters based in Barcelona, Spain. NTT Ltd. is a global technology services company bringing together the expertise of leaders in the field, including NTT Communications, Dimension Data, and NTT Security. We partner with customers around the world to shape and achieve outcomes through intelligent technology solutions. For us, intelligent means data driven, connected, digital, and secure. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace and deliver services in over 200 countries and regions.

At NTT Managed Services, we provide expert, remotely managed services to our customers as a realistic alternative to in house IT support teams. We have been helping medium and large enterprise's to proactively monitor and manage their IT estates for more than 18 years.

We believe in our people. They're not only diverse and inspiring, but also experts at what they do. It's a time to be obsessively curious, to reimagine, reinvent, reshape, and to make a real difference for our clients and society. You can contribute to our global capabilities and local insight to help our clients achieve their ambitions and ensure a more sustainable, better world that helps our communities thrive. The world needs fresh ideas, and the time is now for you to unleash your creativity and make a real impact.

It's never too late to learn new things. You will be encouraged to be curious, as that's what keeps you fast, flexible, and relevant. You need to own and to take charge of your career, to learn with and through others, to constantly be exposed to new challenges and experiences. No two days will be the same here, but that's what will keep you growing and realizing your full potential.

If you thrive in a culture that values personal development, trust and integrity; where you are empowered to innovate and keep customers satisfied to drive excellence, please get in touch.

More information on our managed services can be found [here](#)

## Position Overview

The Core Team is a critical part of our future success and we are looking for absolutely and only the best people out there.

The candidate should be technology savvy, a team player and should have knowledge about Linux and Windows Technologies and all related products. We offer a highly motivating environment, great working atmosphere and the possibility to build a strong career in a multinational company.

Reporting to the Solutions Engineering Team Leader, the Solutions Engineer Core Team is involved in project tasks, as well as daily customer infrastructure incident resolution, communication and platform management.

**For external use**

# Key Responsibilities

As Solutions Engineer Core Team the key responsibilities include:

- Resolution of incidents.
- Effectively communicate, and escalate if necessary, complex technical issues to the customer.
- Take ownership of customer and see problems through to resolution.
- Execute changes for customer request fulfilment.
- Support upper Tiers in the deployment of new solutions

## Experience, Skills and Qualifications:

### Personal Skills:

- Excellent phone and communication (written and oral) skills.
- Committed to providing quality service & results, ready to make a positive difference.
- Proactive and stress resistant.
- Ability to take decisions quickly and efficiently.
- Ability to prioritize effectively and work with a sense of urgency.
- Ability to work independently with a significant attention to detail.
- Ability to work well in an International team environment.
- Team Spirit.
- Customer and service oriented.
- Drive and energy to achieve desired results.
- Logical and methodical problem-solving.
- Passionate about IT Technology
- Daily management tasks such as client requests, maintenance Issues and platform updates
- Ensure that the production infrastructure environment and core technologies are operating optimally at all times and are properly monitored

### Technical Skills and Education:

- **Mandatory:** One year of experience supporting at least in Cisco or Asa or Checkpoint.
- **Nice to have:** Networking certifications such as CCNA, Fortinet...

### Language skills

- Written and spoken English (Upper Intermediate / Advanced)
- Written and spoken Spanish (fluent / native)

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## Why you should consider joining us

As a part of your total compensation, NTT Managed Services provides a comprehensive, competitive benefit package. The benefit plans address both the immediate and long term needs that you may have. Here is a sample of what we have to offer for full-time permanent employees:

- Competitive rewards package.
- Global and challenging environment.
- Learning and growing opportunities.
- Open communication.
- Casual dress code.

### Please note:

This job description indicates the general nature and level of work performed by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees for this role. The incumbent of this position is also expected to undertake other duties which may not be listed on this job description as directed by their manager which can be deemed as reasonably within the scope of their role.

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You can apply for this role by visiting our career website at: [careers.ntt.com.ms](https://careers.ntt.com.ms)

Successful candidates may be subject to security and background checks based on location and position. NTT Managed Services is an Equal Opportunities Employer.

