

Vise engineer

Department: IT

Location: 3. Belgrade

Position Summary

VISE engineer provides broad based technical support to field personnel at large enterprise and service provider customers. Support provided by Cisco VISE engineer is most knowledgeable and experienced about the underlying problem or question and is utilized when efforts to resolve the problem or question by Field technician when using Field technician as “smart hands” for Cisco products support (all technologies) working with end customer. If VISE cannot resolve the inquiry or problem, the inquiry or problem is directed to the appropriate next level support (TAC and/or Engineering, including: **Key Areas of Responsibility:**

- Deliver action plans to field support on part replacement activities
- Carry out action plans to remotely restore network services at customer location
- Apply analytical skills and technical knowledge to solve product and network problems of moderate complexity
- Provide technology/product training and intellectual property material as required
- Able to work on all Cisco product families

Candidate profile and qualifications :

- Fluently in speaking and writing of English language (additional language is a plus)
- Experience with Cisco NX-OS
- Attended Cisco UCS field engineer boot camp
- Familiar with UCSM and CIMC
- Experience with UCS B-Series servers, C-Series servers, Fabric Interconnects, and Fabric Extenders
- Knowledge of Cisco product licensing
- Created documentation to assist with hardware replacement
- Knowledge of Integrated Service Routers and Multilayer Switches
- Provide guidance and leadership to less experienced engineers
- Provide support on a world-wide basis
- Knowledge of Wan technologies

- Knowledge of router, switches, appliance hardware product configurations
- Excellent documentation skills for case management and knowledge capture

Preferred Qualifications

- 3+ years in Work related experience
- **CCNA/CCNP is mandatory**