

Can you help us find
more sustainable
ways to build?



[Network & Communications Specialist]

As a member of Holcim Group, the world's global leader in innovative and sustainable building materials, Lafarge Egypt is reinventing the way the world builds. Supported by a strong team spread all over Egypt to shaping a greener, smarter and healthier world.

As we continue to look for more sustainable ways to build, we need world-class talent to join our team. People who are **passionate** about sustainability, driven by **curiosity** and keen to **grow**, **learn**, **develop** and **thrive** in our high-performance culture.

The opportunity at a glance

The Regional Network & Communication Specialist function provides an efficient day-to-day operation of the delivered services in order to guarantee the agreed service levels. It also works on the continuous improvement of the Network and Communications services.

Under the supervision of the EMEA Network & Communications Supervisor, the EMEA Network & Communications Specialist is responsible for providing L1/L2/L3 support for all network and communication services in the scope of the EMEA IT Digital Center. He/She also ensures appropriate incident, problem and change management.

As part of his/her job he/she actively supports a customer centric culture.

The main challenges associated with the position are:

- Provide top-notch technical expertise.
- Ensure compliance with global/regional information security policies and practices
- Provide technical support to operational issues for both network and communication services
- Deploy the relevant monitoring tools and have the correct mindset to ensure proactive corrections and fast incident resolution.
- Leverage and maintain appropriate tools to ensure configuration management and capacity planning.
- Lead some relevant projects in the scope of the department.
- Ensure efficient collaboration with Delivery, Security, EUS, I&O and the rest of the IT Services teams.

Your responsibilities

- Provide 2nd and 3rd level of support (including 1st level if required)
- Ensure the consistent and up to date technology skills.
- Chase opportunities for automation, cost savings, and service quality improvement.
- Classify and priorities requests and incidents

- Ensure the coordination of 1st, 2nd and 3rd level support
- Work proactively on root cause analysis, problem solving and standard operating procedures creation.
- Answer inquiries and provide basic training to users in the proper use of hardware and software
- Monitor and analyze network performance and address identified issues in a proactive manner
- Lead the capacity management process in his scope.
- Ensures the configuration management process is followed for the CIs in the scope fulfilling all activities that support a reliable and updated CMDB.
- Handle a proper level of communication with other departments.
- Ensure the Service Level commitments are respected by monitoring the main KPIs.
- Follow and enforce the security, internal control and standardization principles defined by the Group and regional teams.
- Define and implement service enhancements that will improve the reliability, usability, security, supportability and performance of the network environment.
- Work on the efficient transfer of delivered services into the run organization (service introduction)
- Participate in on-call shifts as required
- Ensure critical network hardware devices perform optimally through continuous configuration review according to global best practices, emerging technologies and business demands
- Lead some projects and initiatives within the department.

Your experience

Education:

- Graduate degree in Computer Science, Engineering or related discipline with an IT focus
- Advanced Professional certification in network domain (CCNA, CCNP, ...)
- ITIL v3 foundation certification

Technical Skills:

- Deep understanding of running IT services in regards to technology and processes
- Knowledge of existing and emerging hardware and software technologies and IT architectures
- Strong competency in developing efficient and effective solutions to diverse and complex business problems
- Ability to implement IT policies and governance
- Deep knowledge of Network infrastructure (WAN / Internet, LAN / Wireless LAN, Perimeter Security, VPN) and related products, manufacturers and protocols
- Cisco ISE
- Cisco Meraki
- Cisco Anyconnect
- Juniper, HP, Checkpoint
- Riverbed
- Deep knowledge of Communication services and technologies and associated technologies (PBX, IPT, VoIP, CUCM, MCU, ...) and related products, manufacturers (Cisco, Tandberg, Vidyo, ...) and protocols (H.323, SIP, WebRTC, Hangout...)
- Cisco Call Manager
- Cisco Unity
- Avaya PBX
- Deep knowledge of common network monitoring tools
- MRTG
- Solarwinds
- Wireshark



- Cacti
- Deep knowledge of DNS protocols and manufacturers (QIP, Infoblox, etc.)
- Deep knowledge of a network of industry common management tools (Cisco ISE, Cisco Security Manager, Solarwinds...)
- Deep knowledge of proxy and web filtering solutions (Forcepoint, Zscaler, ...)
- Broad range of understanding of ITIL, ITSM and industry best practices
- Good understanding of incident, problem and change management processes and procedures as well as ticketing platforms
- Proven analytical and troubleshooting abilities

Experience:

- Broad technical knowledge of IT with at least 5 years' experience.
- At least 3 years of experience in operating mission critical network services and/or communications services with high customer expectations
- Experience in Service Transition process
- Experience working with 3rd party providers
- Experience working on projects
- Shell scripting experience
- Work experience in a related industry setting (cement, aggregate, ready-mix) is a plus
- Experience working with international teams is a plus

Our offer

While you help us deliver world-class construction solutions, we promise to help you grow in a dynamic working environment that offers attractive working conditions and encourages personal and professional development.

Do you have the drive, the skills, and the passion to join us?

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Mentioning the Job Title in the subject line.