



ngena stands for "Next Generation Enterprise Network Alliance". We provide a central cloud platform that merges the local networks of our international telecommunication alliance partners into a single global Software-Defined Wide Area Network (SD-WAN).

SD-WAN Network Administrator (m/f/d)

Have you always dreamed of working for an international start-up company? Then take this next step into the future and join us as our new colleague for a full-time position in **Debrecen, Hungary**. The ngena Service Assurance Team works with the world's cutting edge technology, processes and tools, responsible for day-by-day incident management of ngena infrastructure and services.

Your new job

- Incident management tasks by ngena service, infrastructure event monitoring
- Supervision of automated event to service correlation and automated fault analysis
- Task dispatching to sub-providers and sub-provider coordination
- Customer status information, incident ticket creation and updating, resolution tracking
- Deficiency pattern detection
- Support of continuous process and tools improvement
- Supporting ngena professional service provider customers' requests by phone and ngena tools

Your assets

- You have successfully completed your university degree in a topic-related field or possess a comparable relevant qualification
- Several years of technical and incident management experience, able to troubleshoot and solve complex incidents, operational experience from international IP VPN operating in 1st level, 2nd level or lead incident management role.
- Understanding of (basic) SD-WAN concepts and complex platforms
- Analytical thinking is one of your key skills: you're able to dive into complex processes and problems and to derive improvement levers or solutions
- You show professional behavior and sensitivity towards suppliers, customers, colleagues
- You're able to work independently as well as in a team with a hands-on mentality, you're able to stay calm under pressure
- Willingness to work in shifts (24/7)
- Communicating fluently in English (spoken and written) is no problem for you

Your chance

An exciting, dynamic, international start-up environment awaits you with an open corporate culture of flat hierarchies. At ngena, responsibility will be in your hands from the very beginning. You will continuously grow both on the professional and personal front amongst a diverse team of more than 30 nationalities, varied age groups and a wide range of skill-sets. This fusion will prepare you for paving the world with ngena's leading SD-WAN technology.

If you are interested in this challenge, please apply via our [recruiting portal](#).