



IT NETWORK ENGINEER. TAGUIG, PHILIPPINES (THE)

Avia Solutions Group (ASG) Global Services Philippines is looking for an **IT Network Engineer** for the Group's Digital Technologies Department.

ASG Digital Technologies offers a wide range of services to subsidiary companies worldwide, including IT Governance & Management, IT Service Delivery, IT Infrastructure, Workplace Support, ServiceDesk, Enterprise Applications (Digital IT Solutions, ERP), and Cybersecurity.

As a Network Engineer, you will design, implement, maintain, and troubleshoot our network systems. You will work closely with other IT teams to address the company's technological needs, ensuring optimal network performance and reliability. In addition, you will support IT operations by managing global network infrastructure and engineering services. You will also play a key role in various projects focused on establishing or upgrading networks across multiple global locations.

Reporting to ASG Digital Technologies, this position will be based in the ASG Global Services Philippines office in BGC, Taguig City, under a hybrid setup, working in the EMEA time zone.

In this role, you will:

- Respond to network incidents, troubleshoot technical issues, and resolve problems promptly in line with incident management protocols.
- Work closely with other IT teams and external vendors to address complex technical challenges.
- Perform root cause analysis to identify and prevent recurring issues, following problem management procedures.
- Offer technical support and guidance to the IT Service Desk.
- Monitor network resources, pinpoint performance bottlenecks, and optimize configurations to enhance system efficiency.
- Implement network monitoring tools and configure alerts to proactively detect and resolve issues.
- Analyze system logs and take proactive steps to ensure network reliability.
- Maintain accurate, up-to-date documentation for network configurations, procedures, and troubleshooting guides.

Position Requirements:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Demonstrated experience in managing large-scale and complex networks.
- Preferred experience with technologies such as Palo Alto, Fortinet, HPE Aruba, Clearpass, NAC, and 802.1X.
- Familiarity with IT Service Management (ITSM) and ITIL frameworks.
- Strong focus on customer service, with an emphasis on ensuring user satisfaction.
- Ability to remain patient and professional while addressing user issues.
- Capacity to thrive in a dynamic and rapidly evolving IT environment.

The benefits of being part of our team:

- Contribute to meaningful projects that shape the future, allowing you to grow professionally while making a real difference.
- Be part of a collaborative and inclusive environment where your ideas are valued, and innovation takes center stage.
- Benefit from personalized learning pathways, dedicated mentorship, and a clear trajectory for career advancement.
- Enjoy a flexible work culture and comprehensive benefits that support both your personal and professional well-being.
- Your efforts will be celebrated through competitive compensation and employee recognition programs designed to highlight your contributions.

A remote workforce service centre supporting Avia Solutions Group's ACMI airlines and MROs worldwide.