



- Location  Virginia  Remote
- FLSA  Exempt  Non-exempt
- Supervisory  No  Yes
- Security Clearance  No  Yes
- Travel Required  Incidental  15-25%  More than 25%

**What we do:**

Flywheel Data provides elite solution design, system integration, software development, and product resale primarily to the Federal Government. Our goal is to provide our clients with the right tools, platforms, products, and support to accelerate their success.

**Why this position matters:**

The Cisco CCIE Enterprise Infrastructure Engineer is responsible for assessing and troubleshooting customer technological solutions by designing, customizing, upgrading, and maintaining Cisco products and solutions. This role develops creative solutions in a systems-based environment to provide best-in-class customer service in alignment with Flywheel Data’s mission.

**What the Cisco CCIE Enterprise Infrastructure Engineer does:**

- Consult and collaborate with customers, Cisco stakeholders, and internal Account Managers to plan, design, install, configure, integrate and/or optimize Cisco’s suite of products
  - Analyze how users will interact with solutions
  - Ensure solution’s compatibility with existing customer infrastructure
  - Determine the hardware essential to support systems
  - Install and configure operating systems, software, and hardware components
  - Oversee the creation of specialized software and hardware needs
  - Standardize and automate processes using scripting
  - Test software routinely for bugs, redundancies, and security issues
  - Identify potential issues and implement solutions proactively
- Showcase the value of Cisco services and solutions to customers and internal team members
  - Drive customer technology transitions, influencing solutions and services
  - Translate business requirements into design
  - Build customer simulations to resolve/validate complex problems and compatibility issues
- Create control features to ensure systems effectively meet the customer’s quality standards
  - Initiate and document quality control procedures to ensure that systems are efficient and operational
  - Develop guides for updating and/or troubleshooting products and solutions
  - Improve the stability and security of any solutions
  - Conduct root-cause analysis of any interruptions and establish preventive measures
  - Evaluate current systems and give technical guidance to customer IT support personnel
- Manage projects and meet deliverables according to a set timeline
  - Ensure projects are timely and cost effective

- Collaborate closely with Account Managers and Inside Sales Representatives throughout projects to ensure customer satisfaction
  - Create Bill of Materials
- Stay up-to-date on software and product updates and new versions that affect customers
- Maintain necessary Cisco certifications
- Other duties as assigned

**What this position takes:**

- Bachelor's degree in IT, computer systems, software engineering, or relevant field, Master's preferred
- 8+ years experience in an IT environment
- Expert level (e.g. CCIE) Cisco certification
- Proven working experience in installing, configuring and troubleshooting software, networks, and hardware, specifically Cisco products
- Depending on contract, may require U.S. citizenship and/or Federal Government Security Clearance (can be obtained post-hire)
- Experience managing multiple projects simultaneously
- Advanced understanding of coding, operating systems, network security, and integration
- Excellent communication skills with the ability to explain complex technical concepts at a basic level

**Must have knowledge of Data Center Networking and various Cisco components (NEXUS, UCS, etc.) that can deliver these capabilities:**

- ACI, UCS, Hyperflex, storage. vPC, fabricpath
- Data Center Layer 2 overlays for example VXLAN, OTV, EVPN
- Network management protocols for example PTP, NTP, DNS, DHCP
- Traffic management for example queuing, policing, shaping
- Layer 2 security features for example port security, MACsec, ACL, private vlans
- Routing Protocols and features for example OSPF, ISIS, MBGP, IBGP, PBR, BFD
- Layer 3 Overlay Protocols for example OTV, LISP
- Multicast protocols for example PIM, IGMP, RP, BSR
- Layer 3 security features for example CoPP, ACL's, DAI, ip source guard
- Monitoring services for example Netflow
- Policy driven External Fabric Connectivity for example L2/L3 connectivity