Lab Engineer at Aruba Cape Town

About the Company
Aruba, a Hewlett Packard Enterprise company and global leader
in networking products and services, acquired local startup
Cape Networks in 2018. As Cape Networks we had a big vision:
to improve the way the Internet works for everyone. We built a
small team of skilled engineers and designers in Cape Town and
a product that won us Best Startup of the year from Wi-Fi NOW.

Today, our product is the fastest growing in the Aruba
portfolio and our Cape Town-based team is recognized as being
at the leading edge of design thinking and execution. Now is a
unique opportunity to join our growing our team, build new
products, and scale our systems to meet a >100x surge in
demand during the next 12-18 months.

What do we do?
Our product gives IT managers insight into how their users are
experiencing Wi-Fi, network, and application performance, and
helps them fix problems before users complain. Other
performance tools are complex and intimidating, built by
network engineers for network engineers; ours is beautiful and
simple, and our customers love it. Our sensor hardware is a
delight to install and our software is easy and fun to use.
Our product is used in offices, universities, banks, hotels,
airports, stadiums, retail stores, and more - every business
with Wi-Fi is a potential customer that we can help.

We design all our own hardware and software in Cape Town. Our
software systems are built entirely in-house using Python,
React, lnfluxDB, and AWS Kinesis and other technologies. We
are truly a full stack company, with a great set of technical
challenges to work on.

The role
We're looking for a Lab Engineer to define tests, set up lab
environments and replicate customer environments, and ensure
that our wireless products are performing consistently,
appropriately, and to specification. This will include
performing and automating system, functional, and feature
testing. This is a technical engineering position, built on
great experience with wireless and wired networking -
specifically in WLAN 802.11 a/b/g/n/ac as well as solid
experience and knowledge of L2/L3 network protocols.

Responsibilities:
- Design, develop, and execute tests for wireless products
  (specifically our service assurance sensors)
- Perform sanity, stability, functionality, stress, feature,
  performance, and interoperability testing on our products,

analyze failures and defects, and recommend corrective actions
- Troubleshoot customer issues in a lab environment and respond to inquiries in a timely manner
- Identify, reproduce, characterize and log bugs. Verify fixes for bugs and plan/execute additional tests needed for fix verification
- Proactively work with device engineers in debugging software and hardware of current and new products
- Define and spec appropriate metrics to evaluate network performance/uptime
- Define and review network test metrics with device software team
- Analyse network test results with data science team
- Help setup networking equipment and test environments for Sales Engineers (SEs) to use for customer support
- Partner with SEs to help replicate customers' network issues (software, hardware, configuration)
- Assist with lab operations (racking, cabling, troubleshooting, managing equipment, etc.)

Skills & Experience:
- Strong experience in WLAN 802.11 a/b/g/n/ac
- Knowledge of L2/L3 (Ethernet, TCP/IP), SNMP, HTTP, Linux/macOS/Windows operating systems.
- Experience using network monitoring and analysis tools to debug Ethernet/Wireless/IP layer problems
- Previous experience in a network engineering role or similar
- Excellent verbal and written communication skills
- Excellent analytical and technical skills
- Collaborate with the entire team with positive communication and sharing of knowledge and information

Beneficial skills:
- Knowledge of 11ax, 11w, 11u, 11i and related protocols.
- Networking qualifications: CCENT, CCNA, CWNA, CWAP, or tertiary degree/diploma related to networking (specifically wireless)
- Experience with major vendors' hardware: Aruba, Cisco, Ruckus
- Ability to design, document, and communicate complex WiFi lab set up workflows and requirements
- Ability to automate testing – experience in Perl/Tcl/Python or similar

What we are offering
- Excitement and growth of a startup with the resources and security of a Fortune 100 company
- Full-time position
- Competitive salary
- Excellent benefits
- Exposure to latest & greatest technologies

- Opportunity to help shape the product
- Growth and global scope

Contact
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