

From ServiceDesk to AMS-IX NOC

The road to becoming a network engineer



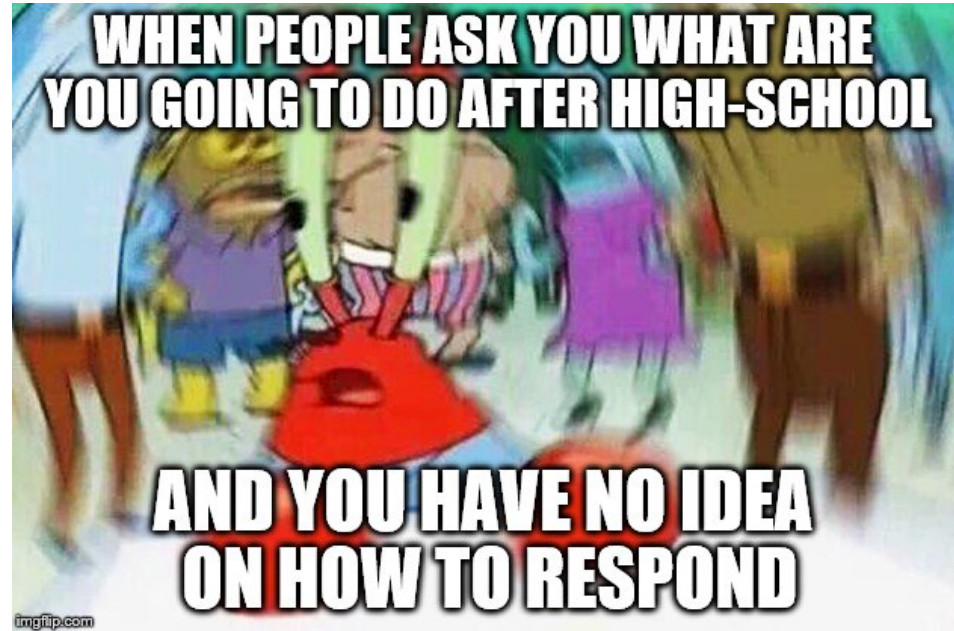
Leroy de Vos

Network Engineer at AMS-IX

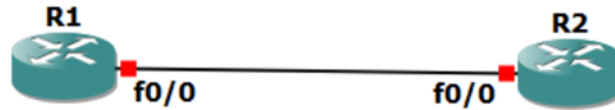
<https://www.linkedin.com/in/leroy-de-vos/>



Finished High School, where to go from here?



Introduction to network engineering



```
R1#ping 10.1.1.2
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 10.1.1.2, timeout is 2 seconds:
!!!!
Success rate is 100 percent (5/5), round-trip min/avg/max = 4/8/12 ms
R1#
```

Not all NOCs are the same



Quanza NOC, the more technical one

- First introduction to AMS-IX as 1st line support
- First time working in shifts
- First firmware upgrade
- First senior role in a team



Am I a network engineer now?



No shame in taking a step back
or sideways if it feels right



Hired at AMS-IX



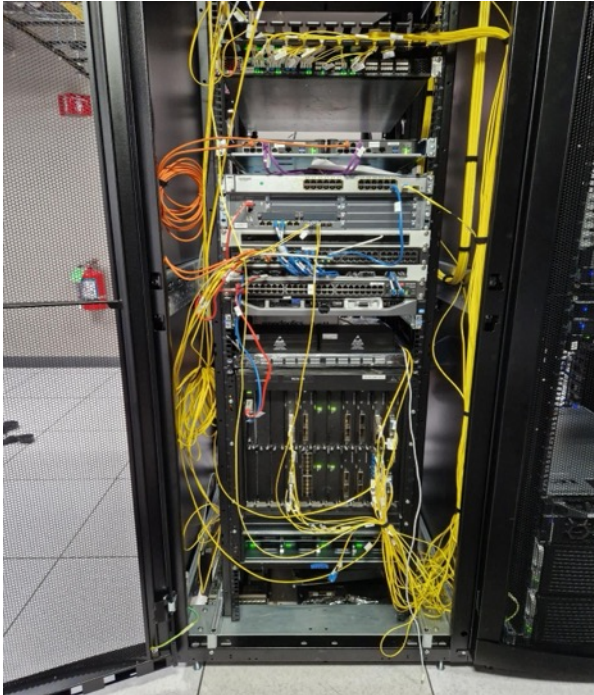
Projects I've been working on



Chicago, first remote project

Replacing and upgrading our Smartoptic devices on site

Yes, I know better now



Supporting our 1st line support at Quanza



Teaching AMS-IX at my previous job



Expanding our 1st line SOPs



Part of the very first Juniper migration



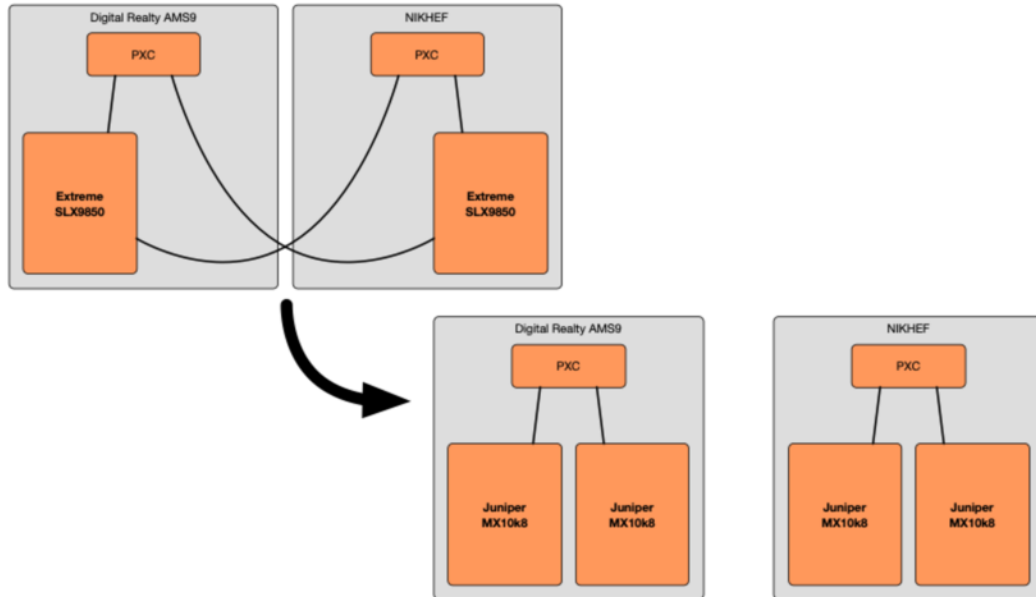
A happy team the morning when the migration was finally done



“The Monster Project”, splitting up Nikhef and Digital Realty AMS9 (Former SARA).



<https://www.ams-ix.net/ams/stories/30-years-and-a-broken-marriage>



Going to network events



RIPE85



NANOG87



NANOG89



So, what went wrong

The life of a network engineer is not all roses and sunshine

My first outage during a on-call shift



My first real incident was at our remote location in Chicago where we experienced an issue with The connection we have between the DRT DC floor and Equinix floor.



Especially at night double check what you need to replace



BR-MLX-10Gx20-M

BR-MLX-10Gx20-X2

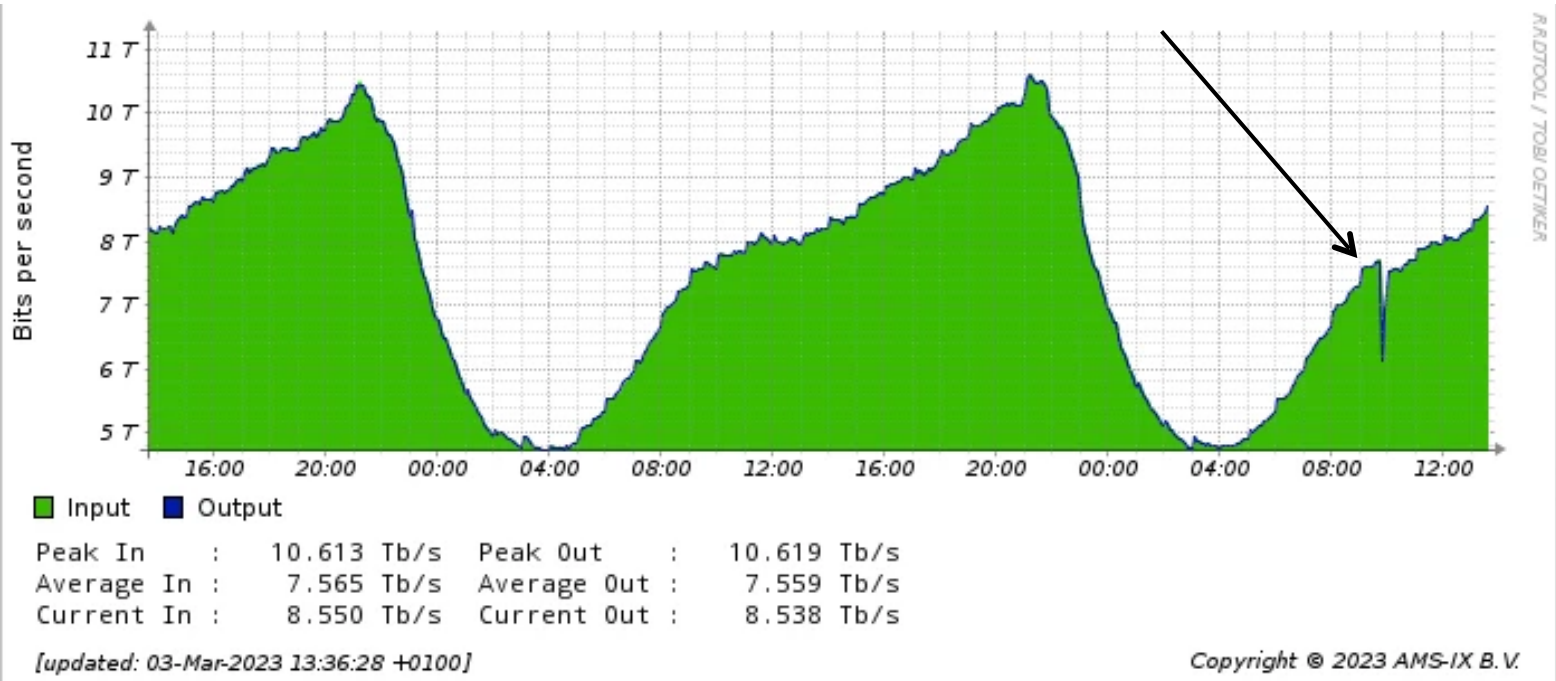
BR-MLX-1GX20-U10G-X2



Nightmare, causing a loop on the AMS-IX platform



This was me



So, am I a network engineer now?



The background is a solid dark blue color. It features several abstract geometric elements: a large, light blue circle on the left side, a similar circle on the right side, and a diagonal line extending from the top right towards the center. The text "Questions ?" is centered in a bold, white, sans-serif font.

Questions ?

Thank you

