



Job Title: Network Engineer
Reports to: Service Desk Manager

Position: Level 2
Department: Service and Support

Job Description:

The Network Engineer is responsible for maintaining the design and integrity of the internal systems, including customer-facing hosted and cloud environments, as well as providing technical assistance to team members with system and network requests.

Basic Functions:

- IT Support relating to issues with the internal systems and network infrastructure.
- Support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware, Citrix, and Microsoft.
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Administer hosted and cloud solutions for customers using technologies that meet their requirements.
- Support disaster recovery solutions.
- Remote access solution support: VPN, Terminal Services, and Citrix.
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets.
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard, and periodic system review.
- Document maintenance for all computer systems and network infrastructure.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, or agreed outages.

Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Escalate service or project issues that cannot be completed within agreed service levels.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in our ticketing system as they occur.
- Understand processes in our ticketing system by completing assigned training materials and blueprints online.
- Work through a daily schedule in our ticketing system that has been established through the dispatch process.
- Work through project tickets and phases in our ticketing system as assigned by a Project Manager.
- Enter all work as service or project tickets in our ticketing system.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.
- Ability to manage projects and teams as needed.



Knowledge, Skills, and/or Abilities Required:

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast moving environment.

Educational/Vocational/Previous Experience Recommendations:

- Degree preferred.
- 3 or more years of IT experience.
- Client server user
- Networking environment
- Business office environment

Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Performance based incentives.
- Generous bonus levels.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.