



## Network Engineer

**Job Title:** Network Engineer

**Department:** Service and Support

**Reports to:** Service Desk Manager

### GENERAL SUMMARY:

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

### Essential Duties and Responsibilities:

- Design and implementation at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Design and implement hosted and cloud solutions for customers using technologies that meet their requirements
- Design and implement disaster recovery solutions
- 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
- Remote access solution support: VPN, Terminal Services, and Citrix
- 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

### Additional Duties and Responsibilities:

- 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 CRM as it occurs
- Understand processes in CRM by completing assigned training materials and blueprints on the CRM University
- Work through project tickets and phases in CRM as assigned by a Project Manager
- Enter all work as service or project tickets into CRM
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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