



JOB DESCRIPTION

Job Title: Network Engineer

Department: Service and Support
Director

Reports to: IT

GENERAL SUMMARY:

The Network Engineer is responsible for the design and implementation of internal systems, including Client-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 Clients 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, RDS, Office365 Cloud offerings etc.
- Support services for virtualization technologies: VMware and Microsoft
- Remote access solution support - VPN, Terminal Services/RDS, Labtech, TeamViewer, etc.
- 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 Client 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 ConnectWise as it occurs
- Understand processes in ConnectWise (PSA/ticketing system) by completing assigned training materials and blueprints on the ConnectWise University
- Work through project tickets and phases in ConnectWise as assigned by a Project Manager
- Enter all work as service or project tickets into ConnectWise (PSA/ticketing system)
- 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 abilities desired. 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, Cisco CCNA, WatchGuard Firewall Essentials
- Interpersonal skills: such as telephony skills, communication skills, active listening and Client-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
- Self-motivated with the ability to work in a fast moving environment