

## **SYSTEMS ENGINEERING, INC. POSITION DESCRIPTION**

**JOB TITLE:** Infrastructure Engineer II  
**DEPARTMENT:** Network Solutions  
**CLASSIFICATION:** Full time Exempt

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### **BASIC PURPOSE:**

Work with clients to solve technical problems, design technical solutions, and act as principal technical contact for an assigned client base. Performs a variety of evaluation, installation, maintenance, and remediation tasks to ensure network performance meets client requirements. This position also works closely with account managers to design, refine and present proposals to clients/potential clients, and serves as a technical resource to engineers and account managers.

### **DUTIES AND RESPONSIBILITIES:**

- Assist with the implementation and integration of new technologies.
- Serve as a resource to proactively troubleshoot, diagnose, and remediate client IT problems.
- Proactively identify, analyze, and resolve network, system, and performance issues.
- Develop SE standards and best practices guidelines. Ensure and participate in corrective actions as required.
- Create and maintain comprehensive network documentation
- Work closely with account managers to design, refine and present proposals to clients and potential clients.
- Act as a subject matter resource in one or more assigned technologies
- Within specific areas of expertise, provide technical guidance and leadership to network administrators, LAN and WAN engineers, and account managers.
- Participate in 24x7 on-call support rotation.
- Obtain and maintain required certifications for partnership with key vendors.
- Make time entries promptly, thoroughly and accurately to ensure company profitability and meet billable utilization goals for the position.
- Meet and comply with all company policies, guidelines, and requirements regarding security compliance.
- Perform other service and support tasks as dictated by daily business needs and as directed by supervisor.

### **QUALIFICATIONS AND SKILLS NEEDED:**

*Minimum formal education, experience and training:*

Associates Degree in technical field or equivalent with a minimum of six years professional experience (3+ years in a service based environment) is required. At least two Cisco certifications (CCNA, CCDA, CCNP, CCDP, CCIE) is required.

Demonstrated experience in Cisco technologies including Routing, Switching, Wireless, Security, Unified Communications (Including Call Center, IP PBX, Unified Messaging, and Presence), and WAN optimization. Must be able to work outside normal business hours. Valid driver's license with acceptable driving record is required.

*Preferred formal education, experience and training:*

Bachelor's Degree in Computer Science, Information Technology or similar is highly desired.

*Other knowledge and skills:*

Ability to effectively troubleshoot and triage. Must possess strong organizational, communication (oral, written, and presentation), and time management skills. Understanding and ability to communicate how network technology and infrastructure can help achieve business goal. Must be detail oriented and highly effective at decision making. Ability to research problems and identify potential solutions. Nature of the position requires the ability to quickly adapt to changing situations and priorities.

**WORKING CONDITIONS:**

Job requires frequent work in a server room environment where elevated noise and colder temperatures are an industry standard. Additionally, lifting heavy equipment during installation and repair work may be necessary. This position often requires long hours seated in front of a computer. Due to the nature of supporting a production environment in the IT industry, after hours work is required. Employee is frequently required to stand, walk and sit, talk and hear and drive. Specific vision abilities required include close vision, distance vision, and ability to focus.

*This Job Description is intended to describe the general level of work being performed. It is not intended to be all inclusive and you may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.*

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on an individual basis.*

*The Company has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the Company may terminate employment at any time, for any reason.*

*I have received a copy of my job description; \_\_\_\_\_*