

JOB DESCRIPTION

JOB TITLE: Network Engineer II
DEPARTMENT: Network Services
CLASSIFICATION: Full-time/Exempt
REPORTS TO: Team Manager

BASIC PURPOSE:

Work with clients to solve technical problems, designs technical solutions, and be a principal technical contact for an assigned client base. Perform a variety of evaluation, installation, maintenance, and remediation tasks to ensure network performance. A Network Engineer II 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:

- Act as the principal technical contact for assigned clients. Proactively maintains the technical aspects of the client's corporate network.
- Assist with the implementation and integration of new technologies.
- Serve as a resource to troubleshoot and diagnose and remediate client's IT problems.
- Proactively identify, analyze, and resolve network, system, and performance issues.
- Ensure compliance to SE best practices and standard build guidelines and participate in corrective actions as required.
- Develop and maintain network documentation.
- Work closely with account managers to design, refine and present proposals to clients and potential clients.
- Act as a subject matter expert in one or more assigned technologies.
- Develop SE standards and best practices guidelines.
- Within specific areas of expertise, provide technical guidance and leadership to network administrators, engineers, and account managers.
- Meet and comply with all company policies, guidelines, and requirements regarding security compliance.
- Perform other tasks in response to daily business needs and as directed.

QUALIFICATIONS AND SKILLS NEEDED:

Minimum formal education, experience and training:

Associates Degree with a technology emphasis and a minimum of 6 to 8 years of professional experience (3+ years being in a service based environment). Must have demonstrated knowledge and experience with network technology and Microsoft

technologies including Active Directory, Exchange, and Terminal Services. Must also possess demonstrated experience with server virtualization specifically VMware, and Citrix. A+ or Network+ certification is required.

Preferred formal education, experience and training:

- Bachelor's Degree in Computer Science, Information Technology or similar
- Microsoft certification (MCSA, MCSE)
- VMware certification (VTSP, VCP)
- Any Citrix certification

Other knowledge and skills:

- Strong organizational, communication, and time management skills
- Detail oriented; highly effective at decision making
- Ability to research problems and identify potential solutions.
- Ability to defuse potential or actual difficult situations.
- Ability to effectively troubleshoot and triage
- Ability to quickly adapt to changing situations and priorities.

WORKING CONDITIONS:

This position 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. Strict confidentiality with respect to client information being accessed, processed, or stored is required.

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: _____