

IT Support Network Engineer

Job Description

The IT Network Engineers are responsible for the monitoring and support of the LAN/WAN infrastructures for our managed services clients, while also providing support for our clients Windows & Application environments on an as-needed basis. The majority of support is done via phone and remote access; with dispatch to client premise when necessary. Pager rotation coverage is a requirement and provides supplemental compensation.

Main Responsibilities

- Use advanced concepts, configurations and management tools to provide 24x7x365 monitoring , alert notification and problem resolution
- Conduct research and provide all levels of support for issues pertaining to clients IT infrastructure
- Plan & Design network upgrades and additions
- Required to be part of after-hours pager rotation
- Develop, implement and maintain alert notification policies and procedures
- Develop, implement and maintain client documentation as it relates to network configuration
- Interact with Vendors for problem resolution and to help develop and implement new monitoring solutions

Requirements

- Qualifications include an associates degree or equivalent experience in Information Systems/Technology (3 years of LAN/WAN experience)
- CCNA Certification preferred
- Must be detailed oriented and willing to work as part of a team
- Must be customer service oriented to provide the highest level of customer satisfaction
- Strong troubleshooting, research and communications skills are required
- Ability to multitask on multiple clients needs is required
- Experience with Cisco Catalyst Switches, PIX/ASA Firewalls, Wireless and Routers
- Experience with BGP and OSPF protocols
- Experience with device monitoring/management via SNMP

Certifications and/or experience considered a plus:

- Cisco CCNP or Specialists Certification's
- All Microsoft Certifications
- Microsoft Visio
- Citrix Presentation/Xen Server