

Tier III Network Engineer

Job Overview

We are looking for a Network Technician to help build out, maintain, and troubleshoot our customers rapidly expanding infrastructures. You will be part of a talented team of engineers that demonstrate superb technical competency, delivering mission critical infrastructure and ensuring the highest levels of availability, performance and security. Qualified Network Technicians will have a background in IT, computer systems engineering, or systems engineering and analysis. Above all the technician must be able to interact with customers in a caring non-confrontational manner.

Responsibilities

- Manage and monitor all installed systems and infrastructure
- Install, configure, test and maintain operating systems, application software, and system management tools
- Proactively ensure the highest levels of systems and infrastructure availability
- Maintain security, backup, and redundancy strategies
- Assist sales or lead when necessary for system design on new or existing projects
- Provide 1st, 2nd, and 3rd level support when needed
- Interact with customers daily
- Liaise with vendors and other IT personnel for problem resolution

Requirements

- BS degree in Computer Science, Engineering or equivalent experience
- Proven working experience in installing, configuring and troubleshooting Windows based environments.
- Experience dealing with customers during problem resolution and operating efficiently under pressure
- Participate in the migration, basic configuration and rollout of new or upgraded hardware
- Broad understanding of infrastructure technologies
- Troubleshoot networking, routing and interconnectivity issues, including troubleshooting of network device configuration and low level application interaction
- Solid experience in project management with the ability to lead others.
- Experience with Office 365 and other cloud based technologies
- Experience with Sonicwall firewalls
- Experience with Veeam and Acronis Backup software
- Strong knowledge of Active Directory and Group Policy
- Experience with monitoring systems
- Ability to properly document work done and keep tickets up to date
- Ability to work after hours when needed for system upgrades or troubleshooting