

# JOB DESCRIPTION

January 2018

**TITLE:** Network Engineer  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** Director Operations & Technical Services  
**LOCATION:** Shelton, Ct.

## SUMMARY DESCRIPTION:

Responsible for research, design, implementation, maintenance, and support for network servers, storage, Network Operating Systems, managed switches, routers, hubs, backups, firewalls, network segments, VDI environment, and bandwidth. Provide 24-hour support as needed in a multi-tenant environment. This position is responsible for delivering and supporting a solution that ensures customer satisfaction. Willingness to accept rotational on-call responsibilities is an essential component of the job.

## DUTIES AND RESPONSIBILITIES:

- Install network server operating systems and associated software including virus protection and other vendor products
- Monitor appropriate security procedures to safeguard system from physical harm, viruses, and unauthorized access
- Perform hardware installation, upgrades, troubleshooting, and repair of servers and peripheral devices
- Check and respond to errors logged by servers and/or network devices
- Schedule, run, and ensure that daily or weekly and incremental or full backups are performed and verified, and rotate media offsite
- Plan, install, and test software updates and patches to network operating systems and server based applications
- Monitor disk capacity and take appropriate action to ensure adequate disk space is available to networked users, software applications, and attached devices
- Analyze performance of servers and telecommunications devices (such as hubs, switches, and routers) and take appropriate action to optimize such devices to maximize performance and throughput, and minimize downtime
- Maintain highest levels of network security and data integrity
- Research and maintain knowledge of network-related emerging technologies and evaluate vendor products for potential use within the company
- Provide system troubleshooting and problem resolution as required (24x7) and general technical support to clients and internal users as needed
- Day to day admin and monitoring of IT and environmental infrastructure
- Working directly with clients to develop individual customized solutions as needed
- Hands on to assist in desktop and user support as necessary
- Manage IT vendors and carriers for various support services
- Enforce change management

**REQUIRED SKILLS:**

- Cisco Certified Network Professional certification preferred. Must have hands on experience with Cisco Routing and Switching, Wireless, and Security.
- Windows server and desktop OS
- Experience in Virtual environments
- Office 365 administration
- Advanced knowledge in a broad range of IT infrastructure technologies, including Active Directory, LDAP and NFS
- Ability to configure, implement and support routers using various routing protocols, including RIP, BGP, EIGRP, and OSP
- Strong knowledge in Telco/WAN services such as Metro Ethernet, MPLS, Lit & Dark Fiber, and Cable Internet/Ethernet services
- Strong installation and troubleshooting skills
- Excellence in customer service and support
- Strong interpersonal and communication skills, both verbal and written
- Strong project management and organizational skills
- Ability to work in a fast and flexible environment, particularly on critical care and on-call duties
- Ability to train and provide direction to junior engineers
- Planning future improvements, suggesting IT solutions to business problems
- Experience in datacenter environment and knowledge of power and mechanical infrastructure a plus.

**REQUIREMENTS:**

Education: Bachelor of Science degree in Computer Science, or equivalent

Experience: Must have a minimum of 5-8 years' experience with LAN technologies with strong knowledge and experience in multiple network operating systems.