JOB DESCRIPTION

TITLE: Network Engineer

DEPARTMENT: Information Technology
REPORTS TO: Site Manager
LOCATION: Shelton, CT

SUMMARY DESCRIPTION:

Responsible for research, implementation, maintenance, and support for network servers, storage, Network Operating Systems, managed switches, routers, 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 server operating systems and associated software including virus protection and other vendor products
- Monitor appropriate security procedures to safeguard systems 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 for both internal and client environments
- 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 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
- Assist in change management
- Proficiency in writing documentation on new processes as well as follow industry standard practices

REQUIRED SKILLS:
- Hands on experience with routing and switching; Cisco preferred.
- Proficient in Windows Server and Desktop OS
- Familiarity Linux Server Operating Systems
- Experience in virtual environments
- Office 365 Administration
- Knowledge in a broad range of IT infrastructure technologies, including Active Directory, LDAP and NFS
- Ability to support routers using various routing protocols, including BGP, EIGRP, and OSPF
- Knowledge in Telco/WAN services such as Metro Ethernet, MPLS, Lit & Dark Fiber, and Cable Internet/Ethernet services
- Installation and troubleshooting skills
- Excellence in customer service and support
- Strong interpersonal and communication skills, both verbal and written
- Project management and organizational skills
- Ability to work in a fast and flexible environment, particularly on critical care and on-call duties
- Planning future improvements, suggesting IT solutions to business problems
- Experience in datacenter environment and knowledge of power and mechanical infrastructure a plus.
- Accurately prepares written business correspondence that is coherent, grammatically correct, effective, and professional.

REQUIREMENTS:
Education: Bachelor of Science degree in Computer Science, or equivalent
Experience: Must have a minimum of 2-5 years' experience with LAN technologies with knowledge and experience in multiple network operating systems.

To Apply Please contact and send your resume to the respected Hiring Manager for this position!

John Chuma
Site Manager
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