

SystemArchitecture.NET

JOB DESCRIPTION

Job Title Senior Network Engineer
Department Network Operating Center
Reports To President, Vincent Micale

JOB SUMMARY

The Senior Network Engineer is responsible for providing continuous user support to SystemArchitecture.NET and its' clients. Responsible for system network and design expertise. Responsible for conducting high level systems analysis, planning and coordinating installations and deployments. Responsible for ensuring backup and recovery systems are operational. Responsible for identifying problem areas including but not limited to network, infrastructure, and servers. Responsible for identifying ways to enhance and improve existing systems. Responsible for determining cost benefits and recommended solutions. Responsible for prioritizing work and tasks for assigned client(s). Assists with proposals and time estimates for the sales, engineering and pre-engineering teams. Provides onsite troubleshooting repair and upgrades for clients.

RESPONSIBILITIES AND MAJOR DUTIES

1. Provides analysis of clients' system status.
2. Reviews utilization of clients' Information Technology (IT) infrastructure.
3. Conducts configuration review and inspection.
4. Analyzes system status.
5. Establishes and reviews system/user requirements.
6. Conducts network audits.
7. Documents client's IT assets.
8. Works with sales staff to identify client solutions.
9. Designs TCP/IP Networks.
10. Designs networks, servers, storage solutions, firewalls, perimeter security and remote access solutions.
11. Develops plans for installation and deployment.
12. Executes the setup/plan.
13. Reviews effectiveness of installations and deployments
14. Receives e-mail or telephone requests from clients to resolve IT issues and maintains exceptional customer service at all times.
15. Collect information related to client's problem or concern in support of the NOC and escalates tickets efficiently.
16. Tests potential solutions.
17. Communicates and documents resolution and maintains the customer support ticket portal.
18. Proactively checks/updates client's network infrastructure.
19. Attends client meetings in support of business development.
20. Provides recommendations for hardware, software and other resources.
21. Maintains confidentiality at all times.
22. Promotes positive internal and external working relationships and is a team player.
23. Demonstrates ability to organize tasks, projects and set priorities.
24. Assumes responsibility for ongoing personal and professional growth and development.
25. Contributes to performance improvement activities.
26. Participates in department planning activities, if requested.
27. **Performs other duties, as assigned and supports all aspects of the company and client environment**

for all tier levels of support.

The above statements reflect the general duties considered necessary to describe the essential functions of the job as identified, and shall not be considered as a detailed description of all the work assignments that may be inherent in the job.