



Job Title: Network Engineer
Department: MCMTS
Reports to: Engineering Manager
Level: Full Time; Exempt
Location: Louisville
Last updated: 3.10.20

Summary of Responsibilities:

The Network Engineer role is to implement and maintain enterprise level networks, to ensure high levels of availability and security of all network services including, WAN, LAN, VPN and Wireless services. The Network Engineer also participates in the planning and implementation of policies and procedures to ensure network performance and availability, consistent with the client's goals, industry best practices, and regulatory requirements.

Essential Functions:

- Operate and troubleshoot network appliances running Cisco IOS, IOS-XE and ASA operation systems
- Implement network solutions (on-premise and cloud) for customers using technologies that meet their needs.
- Implement and maintain WAN connectivity including VPN connectivity redundant uplinks and SD-WAN
- Implement and maintain enterprise LAN networks including VLANs, network segmentation and access lists
- Implement and maintain client VPN access and deploy access to remote workers
- Maintain and update network equipment software and systems during maintenance periods
- Documentation of network passwords, and management of configuration backups and network subnet and host usage.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.
- Improve customer service, perception, and satisfaction.
- Ability to work in a team and communicate effectively.
- Escalate service or project issues that cannot be completed within agreed service levels.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.



- Responsible for entering time and expenses in ConnectWise as they occur.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.
- Good project management skills.
- Perform work with confidence and pride, follow through to completion
- Dependable
- Must be able to function effectively with multiple team members, set priorities and meet deadlines.

Education, Experience, and Skills:

- BA/BS, preferably in computer science or a related field.
- Three years combined information technology and military service experience
- Five years combined information technology related college/university education and work experience
- Professional IT Certifications, such as: Cisco CCENT or CCNA, CompTIA Net+, Juniper JNCIA or JNCIS
- Working technical knowledge of PC and platform operating Network (i.e. Windows, VMware, Citrix)
- Extensive network implementation and support experience including the use of Cisco equipment, applications and management software as well as an in-depth knowledge of networking
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.

Expectations:

- Respect and earn the respect of fellow team members.
- Take ownership of identified processes and responsibilities.



- Keep open communications with manager, team and leadership.
- Perform work with confidence and pride, follow through to completion.
- Dependable.
- Make informed decisions – discuss with manager when needed.
- Grow and learn from past mistakes.
- Work in a safe, clean and employee friendly atmosphere.
- Work personal/professional development plan.
- Must have flexibility with work schedule.

Working Conditions:

- Minimal hazards.
- General office working conditions.
- Occasional heavy lifting.
- Periodic evening and/or weekend work.

By signing below I acknowledge I have read and reviewed this job description and understand my job responsibilities:

Employee Signature and Date

We are committed to providing equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, color, sex (including childbirth, breast feeding and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability or any other protected status in accordance with all applicable federal, state and local laws.

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