



Position Title: Network Engineer

Date Revised: 01/28/08

Description:

Transcendent Network Engineers contribute to the technical success of both Client and Transcendent based Network and Infrastructure projects and support. This position is responsible for providing hands-on support in resolving network and hardware related issues as well as executing pre-planned network and hardware related maintenance. Network Engineers are also team members for larger client projects. Responsibilities include working with LANS, WANS, servers, firewalls, routers and PC's. Activities include monitoring, maintaining and troubleshooting network, computer room and desktop equipment. Additionally, direct support with client end-users involves one-on-one interactions. These engagements require good communication skills, a high level of commitment to ensuring client issues are successfully resolved and the ability to troubleshoot problems and explain the issue and the solution for clear understanding by the end-user. Decisions and actions affect the success of both support and projects and have impact on image, schedules, customer satisfaction, and financial performance. The Network Engineer reports to a Senior Network Engineer team lead. Frequent and accurate communication with clients and Transcendent staff is critical.

Responsibilities:

- Understand and be able to successfully support a variety of client environment network and infrastructure related systems
- Monitor, maintain and troubleshoot equipment and system problems.
- Provide technical support for PC environments; respond to identified end-user issues.
- Contribute ideas and system suggestions and provide analysis to Senior Network Engineer lead for solution recommendations.
- Assist in Network and Datacenter Assessment Services
- Assist in hardware/software related projects for both clients and Transcendent
- Contribute to project planning activities
- Assist in the development and maintenance of network communications
- Test and evaluate network systems to eliminate problems and make improvements
- Understand and efficiently execute and improve department processes and procedures
- Responsible for accurate and thorough documentation of procedures and practices in the networking and infrastructure area.
- Frequent and clear communication with clients and Transcendent staff

Education: Degree in Computer Science or Information Systems or a related discipline and/or 2-6 years of relevant experience.

Position Requirements:

- Must have 2-6 years of networking/infrastructure/server/pc related experience
- Has knowledge of commonly-used concepts, practices and procedures relating to network and infrastructure implementations and troubleshooting
- Strong analytical, troubleshooting and customer service skills
- Strong knowledge of TCP/IP communication and routing protocols
- Have good technical understanding of network, infrastructure and PC based configurations and have the ability to transfer that knowledge to the rest of the team
- Understanding of how to analyze/perform Performance Tuning in both LAN and WAN scenarios
- Demonstrated communication, analytic and independent work planning skills
- Effectively uses teamwork skills to interact and collaborate on alternative approaches to hardware/software technical issues
- Positively contributes to a high-morale/high-performance team culture
- Effectively communicates technical and product knowledge to collaborate on technical issues within and across work teams
- Demonstrates effective written communication skills
- Requires solid analytical ability and creativity to analyze and implement timely solutions to requirements
- Ensures that hardware and software decisions incorporate reliability, security, maintainability, usability, and performance factors
- Makes recommendations on priorities, design changes, improvements and problem resolutions that impact the work team or organization
- Able to manage and execute work priorities without significant supervision
- Works effectively as a member of a team on hardware and software development projects and support issues
- Coordinates activities with other team members as needed
- Understands and supports the mission and vision of the department

Desirable Certifications:

- Microsoft Certified Systems Engineer
- Microsoft Certified Systems Engineer + Internet
- Microsoft Certified Professional + Internet
- Cisco Certified Network Associate
- A + Certification
- Network + Certification
- APC Datacenter University certification

Desired Knowledge Areas:

- DNS, DHCP, WINS, NETBIOS, TCP/IP, IPX/SPX, SMTP, SNMP
- IPSec, GRE Tunnels
- IP routing (OSPF, BGP, EBGp, IBGP, HSRP, EIGRP)
- ATM, Frame Relay, PPP, Ethernet
- Cisco routers, bridges and switches to include VPN and VOIP
- Cisco IOS
- Foundry Switches
- Cisco firewalls and intrusion detection
- VLAN expertise
- Exchange 2003 with OWA
- Anti-Virus systems
- Anti-Spam applications
- Citrix
- Logon Scripts
- SAN infrastructure
- WAN and LAN design experience