



## Senior Network Engineer

### **JOB SUMMARY/OBJECTIVES:**

The Senior Network Engineer is a skilled professional who is responsible for the maintenance and administration of our company's computer networks. The primary responsibilities of this role include the maintenance and updating of our network hardware and software systems, execution of disaster recovery operations, and the safeguarding of data, software, and hardware from cyber threats.

This role requires close collaboration with both users within the company and external stakeholders, including clients and suppliers, ensuring high levels of technical support and consultancy services. This professional figure must possess a robust understanding of network infrastructure and network hardware. Furthermore, the ability to effectively implement, manage, and troubleshoot various network devices such as Wireless Access Points (WAPs), firewalls, routers, switches, and controllers is essential.

The Senior Network Engineer has excellent communication skills, and is capable of engaging effectively with customers and supplier. This role provides management consulting to customers and partners, advising their business management on how to overcome technology and security concerns, and recommending solutions for customers and partners to achieve higher standards of quality and performance. This role exhibits a high degree of independence, and is adept at managing both technical challenges and business situations autonomously.

### **ESSENTIAL FUNCTIONS:**

- Maintaining and administering computer networks and related computing environments including systems software, applications software, hardware, and configurations
- Protecting data, software, and hardware by coordinating, planning and implementing network security measures
- Coordination and interaction with customers and suppliers to solve problems and provide advice
- Providing customers and partners with management consulting to address technology and security concerns and recommend solutions for customers and partners to achieve higher standards of quality and performance
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems
- Replacing faulty network hardware components when required
- Monitoring network performance to determine if adjustments need to be made
- Conferring with network users about solving existing system problems
- Coordinating computer network access and use
- Training and mentoring staff
- Assisting with budgeting
- Providing reports to executive management as requested
- Providing 2<sup>nd</sup> tier support when needed
- Designing, configuring and testing networks, software, network Device, and network operating system software.

### **TECHNOLOGY USED:**

- Cisco ASA and FirePower
- Cisco VoIP
- Cisco Unified Communications Manager
- Packet trace
- JIRA
- Subversion
- Microsoft Office Suite, including Excel & Outlook
- Salesforce
- Paychex



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- VISIFI applications as required

### KNOWLEDGE, ABILITY AND SKILLS:

Strong understanding of network infrastructure and network devices. Ability to think through problems and visualize solutions. Ability to implement, administer, and troubleshoot network devices, including wireless access points, firewall, routers, switches, controllers. Knowledge of application transport and network infrastructure protocols. Ability to identify and resolve problems in a timely manner, work well with other team members, prioritize work activities, think strategically and have the ability to work as a team player and learn intricacies of VISIFI products as well as third party products.

- Problem solving is required and requires analysis and evaluation to resolve issues.
- Must be able to work in an ambiguous and ever-changing environment.
- Uses critical thinking to make decisions based on precedent and established guidelines.
- Solves problems quickly using own judgment within an established framework.
- Knows when to escalate issues to supervisor and when to handle them independently.
- Solid experience in software project and program management, process documentation and reporting, and documentation is required along with excellent communication skills.
- Strong organizational skills.
- Strong written, verbal and non-verbal skills
- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to mentor and lead others

### Responsibilities of the Network Specialist:

- **Network Configuration Design:** Implement and manage network configurations to ensure maximum security and performance.
- **Collaboration with Clients and Suppliers:** Actively work with clients and suppliers to understand and meet their network needs, displaying excellent communication skills.
- **Network Device Administration:** Configure and manage network devices, including firewalls, routers, switches and IDS/IPS, with a focus on SonicWall and Cisco ASA/Firepower.
- **Network Monitoring:** Monitor network traffic to promptly identify potential threats.
- **Security Policy Optimization:** Analyze and refine network security policies and procedures to identify vulnerabilities and strengthen existing measures.

### Qualifications of the Network Specialist:

- **Networking Knowledge:** Deep understanding of networking protocols, including dynamic routing and firewall technologies (including Web Application Firewalls).
- **Firewall and Network Management Experience:** Demonstrated experience with firewalls and networks, basic knowledge of SonicWall, and a preference for Cisco ASA/Firepower.
- **Independence and Leadership:** Ability to operate independently and coordinate with an international team to organize tasks and ensure department efficiency.
- **Desirable Skills:** Familiarity with CompTIA Network+, CCNA or comparable certifications for reliable skills in network configuration, design, and troubleshooting.
- **Web protocols:** Comprehensive knowledge of HTTPS, SSL certificates and web protocols to support web application development.



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### COMPETENCIES:

- **Active Listening**- Giving full attention to what others are saying, understanding the issue(s), asking appropriate questions and not interrupting.
- **Teamwork**--Balancing team and individual responsibilities; Exhibiting objectivity and openness to others' views; Giving and welcoming feedback; Contributing to building a positive team spirit; Putting success of team above own interests.
- **Time Management**- Ability to prioritize work items.
- **Problem Solving**-identifying and resolving issues in a timely manner; gathering and analyzing information skillfully; developing alternative solutions; working well in a group problem solving situation.
- **Analytical**- Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures
- **Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Innovation** – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others’ attention.

### WORK ENVIRONMENT:

Work is performed in an office environment and involves everyday risks or discomforts which requires normal safety precautions.

### PHYSICAL DEMANDS:

Work is essentially sedentary with occasional walking, standing, bending, carrying items under 25 pounds such as books, papers, small parts, etc.

### COMPENSABLE QUALIFICATIONS:

A bachelor's degree or five to ten years of related experience and/or training, or equivalent combination of education and experience. Strong PC skills, including experience using JIRA, Subversion, Salesforce, MS Office and MS Outlook. Strong organizational skills and proven track record of success. Demonstrated ability to manage multiple projects and priorities, plan projects and maintain deadlines. Demonstrated and effective written and oral communication. Interpersonal, relationship building and problem-solving skills.

***The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

Employee signature below constitutes employee's understanding and agreement of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_  
 Witness \_\_\_\_\_ Date \_\_\_\_\_