



Job Description

Job Title: Technology Tier II Network/Voice Engineer

Department/Division: Technology/Managed Services

Reports To: Director of Managed Services

Job Summary:

The Technology Tier II Network/Voice Engineer is the core functionality position of our Technology team. This position is the front line for the company's technical support and directly interacts with users and works in a swift and timely manner to resolve their issues.

Responsibilities:

- Practice strong client service to help foster and enhance our relationships with our clients.
- Benchmark, analyze, report on and make recommendations for the improvement and growth of the technology infrastructure, which includes desktop, network, server and voice systems.
- Maintain current knowledge of relevant technology and researches industry best practices.
- Gain and maintain certifications in assigned area of expertise.
- Work with the end user to resolve desktop level helpdesk tickets.
- Coordinate with Technology management to resolve network and voice related issues
- Mitigate future issues by monitoring and proactively resolving issues before they reach a critical state.
- With moderate guidance from other project members, create and maintain basic to moderately complex networks for the benefit of internal and external clients.
- Assist in the development of technical network design documents.
- Under moderate guidance of other project members, provide initial unit testing of all system changes with the goal of providing a stable production environment.
- Assist project team members in developing scope documents and project estimates.
- Communicate consistently and effectively with clients and business associates to build trust and create successful partnerships.
- Develop knowledge of internal and external clients' business and help provide options to resolve issues or proactively advance organization forward.
- Complete assigned tasks in a timely manner, track hours and communicate status to project manager.
- Track all documentation and communications through Carrier Access IT, LC.'s internal database.
- Understand the impact of projects on both business and technology infrastructure.
- Mentors and coaches for the development of others.
- Perform other tasks as needed and/or requested.

Desired Qualifications/Skills:

- Exceptional client service orientation.
- Associate degree and 4+ years of supporting Cisco voice and/or network environments
- Strong understanding of TCP/IP, Subnetting, DNS, and DHCP
- Moderate to advanced knowledge of network topologies and networking components including routers, switches, VPN Concentrators, and firewalls (hardware/software)
- Experience supporting UCCX
- Strong technical knowledge of telecommunications, network and PC operating systems.
- Competence in diverse technology skills, including desktop support, network/server/voice infrastructure design/build/modification, Business application management and LAN/WAN administration.
- Excellent verbal and written communication skills.
- Ability to conduct and direct research into technical issues and products as required.
- Ability to present ideas in a business-friendly and user-friendly language.
- High level of self-motivation.
- Keen attention to detail.
- Preferred: CCNA/CCNP certifications
- Preferred: Meraki deployment and support experience
- Proven analytical, strategic thinking and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to thrive in a culture of growth, change and continuous learning.
- On-call availability
- Ability to travel
- Ability to work in an environment which may require:
 - sitting for extended periods of time
 - dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components
 - occasional inspection of cables in floors and ceilings
 - lifting and transporting moderately heavy objects, such as computers and peripherals