



701 W. Randall St.
Suite C
Coopersville, MI 49404
616.837.6930
www.itrw.net

January 23, 2014

Job Description – Network Engineer II

Minimum Qualifications: Some Technical training – Associates degree in Information Technology preferred
At least 2 current and valid certification: such as MCSE, CCNA, VCP

Experience: Minimum 5 Years post-educational Networking/Server experience,
Extensive experience with Systems: Windows, Cisco Systems, UNIX, Linux, Novell, MS Active Directory, MS Exchange, etc.
Good working knowledge of networking: Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, DNS, UDP, Latency, VoIP, QoS

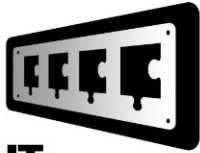
Duties:

Provides Tier III software and hardware support of medium to high complexity on a daily basis via telephone, email, instant message, remote control tool or onsite.

- Onsite support may include hardware or software installation, troubleshooting, or training.
- Troubleshoots and restores technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.
- Enters all incoming incidents and requests into the ticket management system, documenting detailed and accurate troubleshooting steps and instructions, as well as properly notating tickets with all customer contact
- Configures, troubleshoots and resolves basic remote access issues.
- Properly notates tickets with every customer contacts
- Performs new hire orientation related to PC set-up and use for customers
- Functions, somewhat independently, under general direction of more senior Help Desk staff, Network Engineers, or Management
- Provides technical advice, guidance and informal training to customers using hardware and software programs.
- Performs root cause analysis and develops checklists for typical problems.

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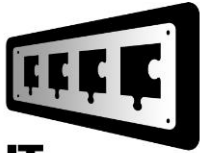
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- Recommends procedures and controls for problem prevention.
- Completely documents any and all changes to customer systems
- Maintains knowledge database and ticketing system data to enhance quality of problem resolutions.
- Works in a team setting, sharing information and assisting others with tickets.
- Resolves user and machine access related incidents.
- Provides expert level assistance with Microsoft Outlook, Microsoft Internet Explorer, and other Microsoft products.
- Provides expert level assistance with customer software packages
- Performs workarounds as appropriate if incident cannot be resolved and/or root cause unknown.
- Performs account access request fulfillment or incident management.
- Escalates issues in a timely manner to more senior staff if necessary
- Provide training, mentoring and assistance to Help Desk Staff
- Install all new hardware, systems, and software for networks.
- Install, configure, and maintain network services, equipment and devices.
- Supports administration of servers and server clusters.
- Manages all system back-up and restore protocol.
- Plans and supports network and computing infrastructure.
- Perform troubleshooting analysis of servers, workstations and associated systems.
- Documents network problems and resolution for future reference.
- Monitors system performance and implements performance tuning.

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- Manage user accounts, permissions, email, anti-virus, anti-spam.
- Requires a thorough knowledge of networking essentials.
- Oversee software and network security.
- Strong analytical abilities and professional office experience needed
- Assist with Sales Opportunities as necessary for development of Bills of Material
- Routinely works as a team member on customer projects
- Maintains a steady stream of effective communications with customers regarding projects and service tickets
- Frequently interacts with Customer influencers to evaluate and determine best practices and hardware/software needs.
- Requires minimal management oversight and supervision

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