

JOB DESCRIPTION

Job Status: Permanent / Full Time

Job Title: Network Engineer

Reports to: Director

Position Overview:

The Network Engineer will complete provisioning tasks for all Voice/Data/Security Services including Site-to-Site VPN, Broadband VPN, and Firewalling. This level Engineer handles escalations from the lower tiers regarding pre-build assistance or general guidance during customer installations. At this level, the Engineer will facilitate conference calls with customers and Project Managers as necessary.

Essential Functions:

- Pre-build configurations on Edge Internet Routers and Firewalling devices for provisioning of new Internet and WAN services, including database management.
- Pre-build configurations and assist with installation or removal for all MAC orders.
- Pre-build Configurations and Turn-up Managed Services products.
- Manage, administrate, and take appropriate actions on mail directed to group mailbox per SLA policies.
- Network Monitoring setup and Administration.
- Stage CPE Cisco Router/Firewall configurations for Installation by Field Technicians or Vendors.
- Direct Field Technicians at customer premises in Turn-up of all Data/Voice/Security services.
- Manage, administrate, and take appropriate actions on IP requests per IP allocation policies.
- DNS administration for all customer domain names w/ associated zone files.
- Complete facility cross-connects for all voice and data services.
- Assist Field with installation and testing of Voice services.
- Participate as required regarding customer conference calls to effectively engineer orders.
- Complete Broadband and Site-to-Site VPN pre-build and setup with customer or vendor.

Other Duties:

- Effectively guide less skilled teammates through complex pre-builds and installations.
- Readily available for conference calls to address customer-engineering issues prior to installation.
- The ability to effectively assist and successfully handle escalated matters regarding installations and prebuild obligations is a very important aspect of the job. This candidate demonstrates years of experience and exposure to different technologies. After a brief introduction, an Engineer must understand Spectrotel's product line, configuration of cpe, back-end elements and installation process.
- Monitor, analyze & fine tune network & server performances, ensuring high availability of services with zero downtime
- Successful attainment of specific industry certifications as directed by immediate management as related to strategic direction of the organization

Knowledge, Skills or Abilities

- Bachelors' degree or equivalent experience
- Qualified individuals should possess at least 3-5 years LAN/WAN networking experience.
- Prior Cisco and telecommunications experience is desired.
- Experience with the below technology/equipment:

Data/Voice Technology
IP sub-netting
T1/Fractional T1
Cisco Routers
In-depth working knowledge of Dynamic Protocols such as OSPF/BGP
Fortigate/Meraki Firewalls
Internet
Integrated Services
VoIP Protocols like SIP/MGCP
Working knowledge of Network switching
VLAN
Access-list, NAT, IPS and IDS, and HA

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.

Company Overview:

For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. Our successful rapid growth for the past two decades is based on listening to our customers, anticipating their needs and delivering solutions that take care of their communication challenges. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry.