
Job Description

Job Status: Permanent / Full-time
Title: Security Engineer
Reports to: Customer Operations Director
Location: Neptune, NJ

Position Overview: Spectrotel is a “carrier of carriers” with around-the-clock surveillance, troubleshooting and maintenance at our newly built Network Operations Center (NOC) Customer Service is the hallmark of Spectrotel and qualified candidates shall be responsible for delivering Best in Class service to our valued customers and providing technical support for Spectrotel’s robust suite of Voice, Data, and Managed Services products.

Responsibilities and Functions:

- Perform troubleshooting and administrative tasks on customer and Spectrotel provided routers and firewalls, specific emphasis on ASA, Meraki, and Fortinet, as well as administering the Spectrotel network-monitoring platform for same.
- Provide network engineering, LAN/WAN support (maintenance, installations, configuration of various network devices, services, and upgrades/patches). Switching, Routing, Firewall experience, TDM and/or VoIP Telephony experience required.
- Monitor, analyze & fine tune network & server performances, ensuring high availability of services with zero downtime. Monitor, analyze & resolve network/server bottlenecks LAN, WAN and WLAN based.
- Address, troubleshoot & resolve customer issues in a timely fashion. Establish & enforce process to meet SLAs.
- Research & explore emerging technology solutions to recommend for further enhancements/implementations to existing Spectrotel security infrastructure.
- Setup, configure & administer a wide variety of servers (Windows 2000/2003, Exchange 2000/2007, SQL servers, etc.).

Principle Accountabilities:

- Efficient application of industry standard methods to solving complex security related problems.
- Accurate tracking and reporting of field or lab time spent on customer firewalling solutions.
- Liaison with customers and partner engineering equipment suppliers.
- Continual intrinsic motivation for self-education on product lines, service techniques and greater personal growth.
- Successful attainment of specific industry certifications as directed by immediate management as related to strategic direction of the organization.
- Provide Tier III Support to the NOC for all Spectrotel routing and/or security related products.
- Provide Tier II support and administration for new products during initial product rollouts, i.e. IPS, Managed Exchange, etc.

- Work and resolve assigned trouble tickets and orders according to existing troubleshooting, ticket management, and customer communication policies.
- Provide pre-sale support to Sales Engineering team for OTB applications and offers.
- Provide post sale support to the provisioning team for OTB applications.
- Track and maintain all activities in trouble tickets according to established methods of procedures to create and maintain history on configurations and customer requests.
- Administrate Network Management Systems' applications and Methods of Procedures, including Solar Winds, Fortimanager, Meraki Cloud services.
- Direct Field Technicians at customer premises in maintenance activities for security products.
- Maintain Cisco certifications as Security and/or VoIP specialists.
- Perform other duties as instructed by Spectrotel Management.

Required Skills:

- Fortinet, Meraki, or ASA firewalling equipment
- Cisco IOS, Wireless & Switching
- Nortel Router, Wireless & Switching
- Microsoft server family
- Microsoft Exchange

Major Challenges:

- Overseeing both customer facing and corporate facing firewalled security environments and responsible for security of same.
- Resolving customer problem(s) in a multi-variable delivery scheme efficiently and swiftly.
- Coordinating various resources (company, contractor and supplier) to effect a successful customer solution.
- Prioritize multiple technical involvements across various customers and internal needs.
- Maintain high level of availability and industry technical knowledge.
- Identify current customer trends and produce report-ready results for management review.

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.

To Apply Email: hr@spectrotel.com

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



We keep it simple. We make it personal.

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.