

## Job Description: Sr. Network Engineer/Level 3 Support



**Job Title:** Senior Network Engineer/Level 3 Support

**Department:** Technical Services Department

**Reports to:** Director of Technical Services

### **General Summary**

Total Technology Solutions is seeking a seasoned Senior Network Engineer/Level 3 Support responsible for the design and implementation of internal and external systems, including customer-facing hosted and cloud environments, as well as providing technical assistance to team members with system and network requests. As an IT leader with over 30 years in business, and a growth rate of 20% year over year, it is essential that Total continues to acquire the finest talent Long Island has to offer.

### **Essential Duties and Responsibilities:**

- Design and implement the following at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Design and implement hosted and cloud solutions for customers using technologies that meet their requirements.
- Design and implement disaster recovery solutions.
- Provide IT support relating to issues with the internal systems and network infrastructure.
- Provide guided information to the NOC helpdesk team to properly support clients IT needs day-to-day.
- Support services for Microsoft related technologies: Windows Server, Exchange, O365, SQL, SharePoint, etc. Support services for virtualization technologies: VMware, Microsoft, etc.
- Provide remote access solution support: VPN, Terminal Services, etc.
- Administer and maintain the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard and periodic system review.
- Document maintenance for all computer systems and network infrastructure.
- Create Business Continuity Plan for client's infrastructure including: data, phone, and locations.
- Review and implement best practices and policies concerning cybersecurity infrastructure protection and employees' awareness and education.

### **Additional Duties and Responsibilities:**

- Work as a "team player" and communicate effectively.
- Possess business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals. Document client networks using Visio and keep them current.
- Ensure that all customer documentation in ConnectWise is kept up to date.
- Document internal processes and procedures related to duties and responsibilities. Responsible for entering time and expenses in ConnectWise as they occur.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University. Work through project tickets and phases in ConnectWise as assigned by the Service Coordinator or a Project Manager.

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- Enter all work as service or project tickets into ConnectWise.
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry.

**Knowledge, Skills, and/or Abilities Required:**

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately. Service awareness of all key IT services for which support is being provided.
- Understanding of support tools, techniques and how technology is used to provide IT services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.
- Provide mentoring and/or training to other team members as needed.
- Prior MSP Experience preferred

**About Total Technology Solutions**

Total Technology Solutions (Total) is a full-service IT solutions provider distinguished by broad expertise and a singular focus on the needs of our clients. Our mission is to secure and support IT infrastructure with reliable solutions and exceptional service so that clients can focus on their core businesses. Our solutions originate with our most important asset, our exceptionally talented team of engineers and technicians and include:

- Managed Services
- Cybersecurity
- Business Continuity & Disaster Recovery
- Cloud Offerings
- Professional IT Services
- Hardware
- Training