

## Sr. Network Engineer, Phoenix, AZ:

Under the direction of the regional director, the Sr. Network Engineer provides design, implementation, troubleshooting and support of infrastructure including, but not limited to, servers, switches, routers, firewalls, wireless networks, and unified communication Systems.

### **Essential functions and responsibilities:**

- Develop detailed functional specifications, design documents, and test plans.
- Consult with technical and business partners and serve as a consulting resource to support client-hosted installations and implementations.
- Work cross-functionally with internal and external customers to define deliverables.
- Support escalation incidents and support on-call duty requirements.
- Interface with internal clients such as sales, service, and field staff as well as external clients to define deliverables.
- Mentor and train up to five (5) peers, including systems engineers and/or service desk engineers.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality service.
- Demonstrate effective time management skills. Initiate and prepare accurate documentation, reports, schedules, time and expense tracking, and spreadsheets as directed or required by client needs, departmental procedures, and company policy.
- Maintain and abide by established department procedures and policies and attend required meetings.
- Maintain confidentiality of all customer, client, employee and/or company Information as required.
- Exercise care, proper use and maintenance of company equipment and supplies and identify unsafe conditions and make appropriate adjustments.
- Conduct job responsibilities in accordance with the standards set out in the employment agreement, company policies and procedures, applicable federal and state laws, and professional standards.
- Establish and maintain effective working relationships and work collaboratively and respectfully with other team members.
- Minimal travel is required; most support is local or Virtual.
- Maintain order, cleanliness, and safety at work.
- Willingness to work a flexible schedule.
- The ability to maintain a physical condition necessary for sitting for prolonged periods of time.
- Must be able to exert light physical effort, typically involving lifting, carrying, pushing, and pulling of up to 50 pounds.
- Tasks may involve extended periods of time sitting at a keyboard or workstation.
- The position Requires that you be able to perform frequent downward flexion of neck, side-to-side turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.
- The job entails walking, standing, bending, stooping, climbing, the ability to reach at and above shoulders, and twisting at the waist.
- On an infrequent basis, you must be able to squat and kneel.
- Due to the changing nature of the technology industry and the managed services business, the requirements for this position may change without notice.

**Additional responsibilities, tasks and assignments may be required. MINIMUM REQUIREMENTS:**

**Education:**

- Bachelor's degree in computer engineering, computer science, information systems or related technical field is required.
- Must Possess a relevant combination of education, experience, and training that demonstrates the knowledge, skills, and abilities to perform the essential functions.

**Experience:**

- Must have at least 3 years of experience working at an MSP or IT Consulting firm, interacting with multiple customer environments.

**Certifications:**

- Cisco Networking, Wireless, and Security Certifications are required.

**Qualifications/Skills:**

- Ability to Install, configure, troubleshoot layer 2 and layer 3 switches and associated technologies.
- Ability to install, configure, troubleshoot routers used for customer and internal routing, ISP connectivity and MPLS deployment.
- Ability to install, configure, troubleshoot network authentication protocols such as RADIUS, TACACS and 802.1x Network Access Control.
- Ability to configure, troubleshoot routing protocols, Including EIGRP, OSPF and i/eBGP.
- Ability to install, configure, troubleshoot firewalls.
- Ability to install, configure, troubleshoot wireless solutions, and conduct wireless survey.
- Ability to install, configure, troubleshoot SDWAN products.
- Knowledge of VOIP; position requires support for UC deployments.
  - This includes, but is not limited to VLAN support, routing support and QOS support.
- Knowledge of ISP level co-location services.
- Knowledge of Microsoft Visio is desirable.
- Knowledge and experience with Wireshark, NMAP and SNMP monitoring tools is desirable.
- Knowledge of other security solutions, such as Cylance and AMP for endpoints, is desirable.
- Knowledge of Microsoft Azure networking is desirable.
- Ability to self-direct, self-pace, multi-task, and function well under pressure of deadlines and conflicting priorities.

**CyberTrails, LLC d/b/a NexusTek, 1919 W Lone Cactus Drive, Phoenix, AZ 85027. Application is by Resume only.**

*For consideration, mail resume to Suzanne Harris, CyberTrails, LLC d/b/a NexusTek, 1919 W Lone Cactus Drive, Phoenix, AZ 85027.*

*Apply by resume to **job order #1214.***

*This position qualifies for our Employee Referral Program.*