

Job Description: Network Engineer/Level II Help Desk

Job Title: Network Engineer/Level II Help Desk

Reports to: Service Manager

Minimum Job Requirements:

Education: High School Education or Equivalent required. 2 year degree in applicable field or equivalent experience preferred.

Experience: Minimum of 2 years of technical experience

Specialized Knowledge & Skills: Microsoft Operating Systems and Networking experience

Certifications: A+ and Microsoft Certification required. Network+, Security+, MCSA or MSCE preferred

Supervisory Responsibility: None

Position Summary:

The Network Engineer often serves as the on-site representative of DCS Netlink in addition to servicing customers remotely. They must provide warm, friendly, sincere service to all clients. This individual works in a quickly changing environment and needs to reprioritize tasks throughout the day with little guidance or supervision. Entry level certification(s) are required, but these should be considered initial stages for more advanced certifications. An in-depth working knowledge of both Microsoft desktop and server OS's is necessary as well as a working understanding of network and security concepts.

Essential Functions:

Help Desk

1. Be able to provide all the Level I Helpdesk functions.
 2. Be willing to step in and assist with Level I Help Desk functions when needed.
 3. Create and update documentation on an ongoing basis.
 4. Properly escalate jobs to Level III that are out of scope or ability.
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2. Maintain familiarity with DCS Netlink's products and services, including applicable promotions, methods of payment, and contact information. Research and recommend new solutions as available.
 3. Function as both an inside and an on-site Network Engineer.
 4. Work with Sales Department to provide technical expertise as needed.
 5. Recommend bench supplies, utilities and tools as necessary.
 6. Provide support to other employees as needed.

7. General office duties:
 - a. Work with all employees to keep all physical materials at DCS Netlink office organized and presentable.
 - b. Assist with general office cleaning as needed.
8. Maintain and update DCS Netlink's PCs, servers, printers, and networking equipment

Other Functions

1. Provide "on call" service as needed on a weekly rotation.
2. Attend technical and staff meetings on a regular basis
3. Define and revise best practice methodologies for bench work as needed
4. Define and revise procedures used by bench technicians as needed
5. Review and submit accurate timesheets in an appropriate time frame
6. Input and submit accurate expense items in an appropriate time frame
7. Effectively use all internal forms and DCS Netlink remote assistance tools to help clients
8. Partner with and accept direction from other technicians with other projects and duties as assigned
9. Support DCS Netlink's marketing efforts as assigned

Working Conditions:

Must be able to meet physical demands of the job such as standing and sitting for long periods, squatting, entering confined spaces, handling low voltage electrical work and lifting up to 50 lbs. Must have high level problem-solving skills and be able to work at a computer screen for long periods. Multi-tasking is a must. Must be able to work well with others and communicate effectively.