

Job Description: Senior Network Engineer/Level III Help Desk

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Reports to: Chief Operations Officer

Minimum Job Requirements:

Education: High School Education or Equivalent required. 4 year degree in applicable field or equivalent experience preferred

Experience: Minimum of 5 years of technical experience

Specialized Knowledge & Skills: Microsoft Server Operating Systems and in-depth Networking Experience including configuration of network infrastructure devices

Certifications: A+ and MCSE required. Network+, Security+, Server+ and CISSP preferred

Supervisory Responsibility: May be required

Position Summary:

The Senior Network Engineer often serves as the on-site representative of DCS Netlink in both a service engineer and a sales engineer role. They must provide warm, friendly, sincere service to all clients and be confident in their abilities. This individual works in a quickly changing environment and needs to reprioritize tasks throughout the day with little guidance or supervision. Certifications beyond entry level are required, and certifications at this level will generally require annual maintenance. A proven expertise of both Microsoft desktop and server OS's is necessary as well as a demonstrated understanding of configuring, troubleshooting, and maintaining networking and security appliances. Periodic travel may be required.

Essential Functions:

Help Desk

1. Be able to provide all the Level I and II Helpdesk functions.
2. Be willing to step in and assist with Level I and II Help Desk functions when needed.
3. Create and update documentation on an ongoing basis.
4. Level III Helpdesk is the "top tier" and needs to be able to follow the job through to completion.
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. This may require accompanying the Sales department on appointments that would require sales engineer expertise.
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.

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.