

Network Engineer Job Description

National Technology Management is seeking a Network Engineer at our Bingham Farms office. Our candidates are aggressive and highly motivated to work in our fast-paced environment. Our diverse clients include medical, construction, dental, non-profit, manufacturing, and retail as just some of the spaces we work in. As a Managed Service Provider, we provide technologies surrounding access control, video surveillance, business VoIP solutions, disaster recovery, network infrastructure, cybersecurity, cloud-based technologies, and network cabling.

The **Network Engineer** position is responsible for maintaining the design and integrity of customers' IT systems, coordinating complex projects, and implementing IT solutions. Your daily duties will be assisting the service desk, handling escalation tickets, and working on multiple small to medium IT projects. If you have a passion for customer service, enjoy solving the tough technical problems, designing exceptional solutions and have an eye for detail, then we have the position for you!

Desired Senior Network Engineer will have:

- Strong customer service skills
- Always demonstrate and use unmatched verbal and written communication skills.
- An obsession with impossible
- A lifelong learner mentality
- Strong time management skills
- High sense of urgency with all items
- Relentless and tenacious attitude toward problems
- Demonstrate empathy towards client needs and situations.
- The ability to delegate Experiences (Tickets) appropriately to team members.
- Extensive experience with Windows Server Environments including clean installs to migrations to new account onboardings.
- Project Management experience
- Extensive knowledge in configuring and troubleshooting Windows Server, SQL Server etc.
- Active Directory/DNS/DHCP
- Azure

Duties include, but are not limited to:

- Provide both reactive and proactive support of desktop, server, and network issues for our clients, and help as an escalation point for Tier 1 support tickets.
- Resolve proactive and reactive tickets (submitted by clients or created by monitoring tools) remotely and onsite as needed within committed Service Level Agreements.
- Maintaining the design and integrity of customers' IT systems, coordinating complex projects, and implementing IT solutions.
- Escalate issues to other team members when necessary.
- Keep accurate daily time entries in the form of service ticket notes.
- Implement multiple small to medium projects and act as the lead project engineer.
- Lead customer onboarding and offboarding.
- Lead managed service offerings and cross-train on other offerings as assigned.
- Articulate technical information clearly and simply to non-technical people.
- Maintain client documentation.
- Mentor new other technicians.

Company Culture:

- Tenacity/Detail-oriented -- quality and precision-focused with a purpose
- Predictable/Stable -- traditional, stable, strong processes

- Happiness/People-oriented -- supportive and fairness-focused
- Family/Team-oriented -- cooperative and collaborative
- Results-oriented -- results-focused with strong performance culture

Requirements / Qualifications

- Associates or bachelor's degree in related field (Preferred)
- Desktop Support: 10 years (Required)
- Customer Service: 10 years (Required)
- Windows Server support: 5 years (Required)
- Firewall and Network Support: 3 years (Preferred)
- MSP Experience: 3 years (Preferred)
- Technical support in a production IT environment(s), preferably in multi-site environments: 7 years (Preferred)
- ConnectWise Continuum, Fortinet, VMware, TigerPaw, a plus
- Willing to travel to remote sites (less than 10% required).
- Must be available for on call duty (1 week as primary, 1 week as backup) on a rotating schedule.
- Must be available occasionally on nights and weekends to perform off-hour maintenance and projects.

Benefits

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Paid Holidays and Vacation
- 401(K) Retirement Plan