

NETWORK ENGINEER

Introduction

Computer Solutions is currently adding a seasoned Network Engineer to our team of highly trained professionals. The Network Engineer will be part of a dynamic group that supports and delivers technology solutions with real business impact. Network complexity varies from SMB clients to Enterprise campuses. Solutions require application of industry best practices, combined with innovative use of technologies to provide superior value.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear – our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth of \$1 million in 1984 to \$75 million in 2018. Our valued workforce of over 80 highly trained and certified staff create the culture of success within Computer Solutions, having recently been named as one of the "Best Companies to Work for in San Antonio" by the San Antonio Business Journal.

Position Summary

This is a position within the NetWatch Managed Services team, responsible for supporting and maintaining the technical solutions and products while providing value to our customers. This Team is active in all phases of networking technologies and advanced technologies. This individual will establish relationships with key clients, design and support workable technology solutions, provide implementation and serve as an escalation for operational support within Managed Services.

Responsibilities

- Demonstrate superior ability to complete assigned tasks on time, as well as initiative to expand level of expertise.
- Provide recommendations for technology solutions in the form of work estimation reviews, technology updates and work demand.
- Follow up and provide excellent, professional written technical documentation to include accurate time reporting required for the creation of support performance metrics.
- Balance independent problem solving with proactive, organized requests for support from team members with different experience.
- Passionate about improving consulting foundational skills.
- Further develop technical skills by proactively seeking to expand knowledge and skills through classes, VOD, manuals, conferences. and other materials.
- Develop solid working relationships with Computer Solutions' team members and client team members.
- Display professional conduct, presence and appearance with clients, team members and partners at all times.
- Develop solid working knowledge of Cisco and other company practice technologies.
- Demonstrate solid understanding of service offerings and ability to communicate their value to clients, team members and partners.

Preferred Skills

- Qualified candidate must have a minimum 5+ years' experience focused in networking technologies; Experience in the professional services industry is a plus.
- Cisco professional level certification of CCNA a minimum (candidate must be willing to achieve this certification within a reasonable timeframe from hire); CCNP preferred.
- General understanding or willingness to learn Wireless and/or Voice technologies.
- Understanding of the solution life cycle from inception to operation.
- Strong technical documentation skills both in written and diagram form.
- Demonstrated ability to perform troubleshooting in complex network environments.
- Expertise with Cisco IOS, IOS XR, IOS XE and NXOS on multiple platforms.
- Expertise with various levels of Cisco routing, switching, wireless and security hardware.
- Ability to support and maintain technical solutions in various environments such as Data Center, Education and Enterprise.
- Experience with advanced switching, including VSS, vPC, OTV.
- Expertise with advanced technology solutions such as Cisco ISE, ACS, Prime.
- Expertise with IP Routing protocols to include EIGRP and OSPF.
- Experience implementing BGP for multi-homed networks.
- Thorough understanding of WAN technologies, including MPLS/ELAN, VPN and its variants (IPSec/SSL).
- Understanding of firewall concepts and experience with Cisco ASA.
- Strong understanding of QoS concepts and implementations at Layer 2 and Layer 3.
- Ability to understand and deploy Network management and reporting systems.
- Network security fundamentals and concepts.
- Demonstrated ability to use MS Visio for diagrams resulting in professional deliverables.
- Have technical and operational understanding of corporate IT services.