

SOLUTION ENGINEER

Introduction

Computer Solutions is currently adding a seasoned Solution Engineer to our team of highly trained professionals. The Solution 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, VMware, Rubrik, HPE Nimble, F5, Microsoft Azure, Microsoft365 to name a few. 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 from \$1 million in 1984 to \$94 million in 2023. Our valued workforce of over 80 highly trained and certified staff creates the culture of success within Computer Solutions, having been rated the *#1 Best Companies to Work for in San Antonio* in 2023 by the San Antonio Business Journal.

Position Summary

The Solution Engineer position will operate within the Professional Services project team and will be responsible for the implementation, support, and maintenance of our valued clients' enterprise IT environments. The Solution Engineer will work in a team environment contributing technical expertise to the evaluation, design, build and delivery of complex IT solutions while utilizing their proven ability to manage multiple projects simultaneously.

Responsibilities

- Demonstrate superior ability to complete assigned tasks on time, as well as initiative to expand level of expertise.
- Perform configuration and installation of network and infrastructure equipment.
- Perform analysis of customer infrastructure and provide recommendations for remediation of findings.
- Provide recommendations for technology solutions in the form of work estimation reviews, technology updates and work demand.
- Follow up and provide accurate, detailed, professional written technical documentation to include accurate time reporting required for the creation and tracking of performance metrics.
- Balance independent problem solving with proactive, organized requests for support from team members with different levels of experience.
- Passionate about improving fundamental consultative skills.
- Further develop technical skills by proactively seeking to expand knowledge and skills through classes, VOD, manuals, conferences. and other materials.
- 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.
- 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.

Technical Proficiency Desired

- Demonstrated ability to perform troubleshooting in complex network environments.
- 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.
- Possess technical and operational understanding of corporate IT services.
- Expertise with Cisco IOS, IOS XR, IOS XE and NXOS on multiple platforms.
- 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 and Firepower.
- Strong understanding of QoS concepts and implementations at Layer 2 and Layer 3.
- Ability to understand and deploy Network management and reporting systems.

Preferred Experience, Education and Skills

- Qualified candidate must have a minimum 5+ years' experience focused on networking technologies; Experience in the professional services/technology integrator 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 diversify the networking technology understanding (i.e. wireless; voice).
- Understanding of the solution life cycle from inception to operation.
- Strong technical documentation skills both in written and diagram form; demonstrated ability to use MS Visio for diagrams resulting in professional deliverables.