

## Job Description

### Network Systems Engineer (Tech Level III)



#### Position Mission Statement

TrustPoint Technologies Systems Engineers are committed to providing quality professional engineering services, developing long-term relationships, adapting to the changing needs of our clients and the industry, and meeting and exceeding client expectations.

#### Position Description

This position requires the engineer to work with Clients to develop system requirements and statements of work, develop implementation checklists and documentation, coordinate with technical resources and insure that Clients are kept up to date on project status. You will participate in implementation and support of Client systems. Response to critical situations after normal business hours or during weekends (Saturday and/or Sunday) may require you to work more than 40 hours a week. The position requires a high degree of organization, accountability and responsiveness.

#### Requirements & Responsibilities

- Excellent Customer Service
- 4-Year Degree in CIS, M&IS, Computer Science or other related major preferred
  - 2 years of experience counts as 1 year of college
- 3+ Years' experience with
  - Active Directory & Group Policy design and maintenance
  - Microsoft Windows Server 2003, 2008 and 2008R2 on physical servers
  - Microsoft Windows Server 2003, 2008 and 2008R2 on virtual platforms
  - Microsoft Windows Small Business Server 2003 and 2008
  - Virtualization platforms such as Microsoft Hyper-V and VMware ESX/ESXi
  - Microsoft Exchange Server, SQL Server, SharePoint Server
  - Various brands of Firewalls, routers and switches
- VMware and/or Citrix skills desirable
- Support and implementation experience of Microsoft Windows Small Business Server 2003 and 2008
- Good knowledge of wireless networking, TCP/IP and routing/subnetting concepts
- Experience with backup software solutions
- Experience with various hardware firewalls, including Cyberoam, SonicWall, Netgear and Linksys.
- Willingness to work flexible hours as necessary, including some weekends and after hours
- Be accessible via cell and/or home phone for urgent matters
- Be able to check and respond to emails during working and non-working hours
- Provide reliable transportation for Northeast Ohio travel
- Have a valid Driver's License and Provide Proof of Insurance
- 2 or 4-Year Degree in CIS, M&IS, Computer Science or other related major preferred

- Windows Server installation, configuration and support experience
- Knowledge of Infrastructure and Networking Configurations
- Ability to work independently in a high-pressure environment
- Ability to demonstrate strong problem solving skills
- Excellent Organizational, written and verbal skills
- Ability to work remotely with colleagues utilizing virtual technologies
- Ability to quickly adapt to new technologies
- Knowledge of Windows Server 2003 and 2008, Small Business Server and Terminal Server, Windows 7, XP, Vista
- Knowledge of MAC OS, Linux and Smartphones is a plus
- Experience with Microsoft Office Suites, SharePoint, Citrix and SANs
- Experience with Desktop, Notebook and Wireless Networking support
- Experience and knowledge of TCP/IP, Routing and Sub-netting, Backup Software Solutions, Internet Security, Firewalls, various Anti-Virus, Anti-Spam and Spyware applications
- Experience with designing, planning and implementing Microsoft Exchange and SQL
- Microsoft, Cisco, CompTIA, etc. certifications are a plus

## Daily Task List

- Work on tickets assigned by the customer service/service desk manager
- Work on website layouts as needed