

United States Jobs Expertini®

Senior Network (Field) Engineer (Infrastructure Engineer) _ Toledo, Ohio

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Company: Central Point Partners

Location: United States

Category: other-general

Title: Senior Network (Field) Engineer (Infrastructure Engineer) Company: Business and Network Technology Solutions Provider Position Type: Open to Direct hire for exceptional candidates / Contract to Hire (preferred). Pay Rate: \$55 - 60/Hour (w2), conversion salary of \$100000 - \$115000+/year negotiable based on skills and location Location: Prefer applicants local to Ohio near I-75 corridor, United States - Hybrid role Prefer US Citizen or GC card holder Prefer candidates with experience using Cisco and/or Fortinet/Fortigate hardware and who is open for a Network Field Engineer role supporting clients mainly in the I-75 Ohio corridor. Description: The Senior Network Engineer will work with clients, solutions architects, and vendors to plan and design local area networks (LANs) and wide area networks (WANs) across client organizations. The Senior Network Engineer will take part in the implementation, monitoring, and optimization of network hardware such as switches, routers, wireless infrastructure, servers, PC's, and software. The Senior Network Engineer is also responsible for ensuring the stability and integrity of a client's data, voice and wireless network service by troubleshooting and resolving issues. This position will provide assistance and feedback using a variety of remote support platforms as well as on-site support, when necessary, in a timely and professional manner. Finally, the Senior Network Engineer will provide mentorship to teammates in an effort to develop skillsets and efficiency. PRIMARY FUNCTIONS: Install, configure, and troubleshoot large and/or complex network infrastructure (LAN, LWAN, WAN) environments and network devices such as switches, routers, wireless and servers remotely or on-site as appropriate. Collaborate with clients, solutions architects, and engineers to identify, assess, and present options for meeting

the functional and technical requirements, which may include hardware and/or software. Document configuration and environment as necessary. Serve as escalation for clients' issues that require higher level of support or onsite support. Research issues to identify and implement an appropriate solution in accordance with documented procedures. Perform remote and onsite remediation through diagnostic techniques and pertinent questions. Monitor network performance and integrity ensuring client satisfaction through documented processes and/or through automation. Create, oversee and test security measures. Document all client (internal and external) interactions, notably a description of the issue, steps taken to troubleshoot, escalate and ultimately resolve those issues. Provide transparent and regular status updates in requested format. Recognizing and escalating issues when additional skillsets are needed. Follow up with clients and users to complete the resolution and ensure client satisfaction. Maintain detailed product knowledge of all supported products and solutions in order to support all aspects of our product offerings. Provide training to clients on products installed and solutions provided.

POSITION QUALIFICATIONS: Bachelor's degree in computer science or related field with 7+ years related work experience with a minimum of 5 years field experience as a Network Engineer. Experience in Network Based Equipment installations (Experience with a Managed Network Services provider is a plus). Ability to pass advanced proficiency tests on hardware, software, networking, servers and cloud services, and mobile devices. Certifications include Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), and/or Wireshark. Preferred Certifications include CompTIA Network+, CompTIA Security+, Azure Network Engineer Associate. Additional Cisco certifications and experience are advantageous. Exceptional knowledge of networking technologies (OSI network layers, TCP/IP). Working knowledge of Microsoft Office Suite including Microsoft Visio. Ability to work independently, and work effectively in a collaborative team environment while keeping all stake holders informed. Proven technical ability to include research, decision-making and organizational skills. Excellent client facing skills. Excellent written and verbal communication skills. Excellent time management abilities. Keen attention to detail and interest in problem-solving. Ability to know when to escalate issues. Ability to travel for training, off-site meetings, and travel to client locations as necessary. Ability to: work as scheduled, sitting, standing, stooping, lift and carry 35 pounds, use a keyboard, and speak on the phone.

BASIC RESPONSIBILITIES: Maximize client satisfaction by providing exceptional technical support and communication. Communicate and interact with clients, service, sales

and administrative staff in a courteous and professional manner. Provide third party vendor management on behalf of clients. Submit time entries, work summary, and client documentation in accordance with company processes. Perform other tasks and assist on special projects as assigned. Be self-motivated, flexible and take initiative. Work as a team player by continually learning and sharing knowledge. Inform Manager of recurring issues. Demonstrate strong client service skills as you will be assisting end users who are seeking resolution to technical issues. Participate in meetings or training seminars as assigned. Perform on-call duties on a rotating basis as assigned. Maintain confidentiality and adhere to data protection and other guidelines where appropriate. GENERAL REQUIREMENTS In all matters, uphold the highest level of ethics when dealing with customers and fellow employees. Always maintain a positive attitude, assist others when needed and be a positive influence on the team. Any questions or concerns regarding personnel matters, compensation or policy will be discussed with management. You are a representative of the company and as such you will always present yourself in a professional and courteous manner. Client satisfaction is critical to our business and as such will be our top priority. Demonstrates commitment to the mission and vision of the organization and helps build a positive culture. Dress in a professional and well-groomed manner. (See Company Handbook for details) Remarks: Prefer candidates from around Toledo, OH What is the group responsible for: Managed Services customer facing. Company provides services to small- to medium-sized businesses. In total about 50 employees in ITHQ in Lima, Ohio with offices in Toledo, Findley, Mansfield, Columbus et al. Open to direct hire but prefer contract to hire Strongly prefer folks in Ohio to be able to get onsite if need be. Hybrid work environment. W2 Why are you hiring this person? Growing business

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