FPA Technology Services, Inc.

Job Description

Title: Network Engineer / Senior Network Engineer

I. Job Overview:

Department: Consulting Services Group (CSG)
Reports to: Project Team Manager
Supervises: None
Hours: 9:00am - 6:00pm

Job Purpose: To perform onsite and remote technical consulting services for FPA clients including the implementation, administration, maintenance and support of servers, workstations, network components, and application software. To perform remote maintenance tasks ensuring "uptime" as well as provide helpdesk support for all networks supported by FPA all while meeting FPA's Core Values.

Additional Role(s): none

II. Essential Job Results:

Duties and Responsibilities

% of time	#	Description	Tasks
60%	1.	Technical – Onsite	• Performs technical consulting services for FPA clients including installation, configuration, administration, maintenance, and support of client servers, workstations, printers, and network components • Performs technical consulting services for FPA clients related to their network components including routers, switches, and firewalls • Performs recurring network management and administration tasks on client networks based on FPA best practices • Performs end-user and desktop support tasks • Manages and maintains the health and "uptime" of client and FPA workstations, servers, routers, switches, firewalls, and related infrastructure operating systems and applications (ie: User Management, Backup, Anti-Virus, Email, etc.) • Optimizes client and FPA's network performance meeting QOC metrics per client SLA's
20%	2.	Technical – Remote Support	• Provides remote helpdesk support to clients as needed • Performs offsite client technical tasks as needed • Provides after hours and weekend on-call support
15%	3.	Administrative	• Attends group and general staff meetings • Prepares status reports and recap emails as necessary • Prepares Timesheets daily • Creates and updates Client Network documentation • Creates and updates Client Procedures Documents • Creates and updates Client Open Issues • Creates Knowledge Base entries • Documents standards and procedures
5%	4.	Training & Development	• Improves professional and technical knowledge

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Performance Factors

- Ability to efficiently and effectively perform the technical requirements
- Solid troubleshooting, problem solving, and analytical skills
- Ability to prioritize effectively and work with a sense of urgency
- Ability to working independently with a significant “attention to detail”
- Ability to manage issues and projects to consistently meet deadlines
- Ability to work under pressure
- Excellent pro-active verbal and written communication skills
- Effectively communicates with teammates and managers re: workflow, scheduling, and ETA’s
- Consistently provides high quality and FPA standardized professional services
- Meets or exceeds the established metrics for the position

Position Metrics

- Daily entry of detailed timesheet entries into our Client Activity System
- Daily recaps of client visits emailed to client contacts and Project Team Manager
- Ability to work independently onsite at client locations 90% of the time by month 6
- Achieving a Client Satisfaction score of 90% by the end of month 3
- Achieving 80 – 100 billable hours per month by the end of month 3
- Achieving a Client Satisfaction score of 95% by the end of month 6
- Achieving 130 – 150 billable hours per month by the end of month 6

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III. Qualifications and Specifications:

Typical Minimum Requirements

Technical Requirements:

- Demonstrated knowledge in the support of servers, workstations, and related network components
- Deep understanding of networking (IP, WINS, DHCP, DNS, etc.)
- Fluent in the following applications:
  - MS-Office, MS-Outlook, Symantec Backup Exec, Symantec EndPoint Protection, Symantec System Recovery, Citrix Go-To-Assist
- Detailed knowledge and experience with the following:
  - MS-Active Directory
  - MS-Windows Server
  - MS-Windows XP Professional
  - MS-Windows Terminal Server
- Detailed experience with preferably one or more of the following:
  - MS-Exchange Server
  - MS-SQL Server
  - MS-IIS Server
  - Citrix Metaframe
  - VMWare
- Detailed experience with preferably one or more of the following:
  - Dell and HP Managed Switches and Routers
  - SonicWall Firewalls and SSL VPN Security Appliances
  - Cisco Firewalls and Routers
- *MCSE* preferred / *MCP* required

Typical Experience:

- Two to three years in-depth experience supporting and troubleshooting Windows Domain desktops
- Two to three years in-depth experience supporting and troubleshooting a multi-server Windows Domain network environment
- Three to five years experience implementing, supporting, and troubleshooting multi-server Windows Domain environments
- Experience working directly with technical managers as well as non-technical end users
- Likely successful candidates: mid-level network consultant

Performance Abilities:

- Professional demeanor
- Organized: able to manage and complete multiple projects simultaneously
- Detail Oriented: able to apply consistency throughout the work product
- Efficient: effective at producing required results in a short amount of time
- Strong communication: both written and orally (consistent, efficient, and effective)
- Follow directions yet applies judgment and can be flexible
- Team member yet knows when to work independently
- Independent: with the ability to effectively work unsupervised
- Pro-active: able to note things that need to be done without being prompted and proactively address them

Physical and Other Requirements:

- Substantial periods of work utilizing a computer, monitor, keyboard, and mouse
- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, monitor, keyboard, and mouse
- Stamina to maintain attention to detail despite interruptions
- Vision to read printed materials and a computer screen
- Hearing and speech to communicate in person and over the telephone
- Possess reliable transportation to work outside of standard work hours when needed
- Capable of lifting up to 50 pounds (from time to time)

Note: This Job Description is not intended to describe every element of the position. From time to time, staff may be asked to perform various job related duties not listed above.