



## JOB DESCRIPTION

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**Job Title:** Network Engineer  
**Location:** Indianapolis

**Date:** 01/21/2019  
**Department:** ITSS

**FLSA Status:** Exempt

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### Job Summary

The Network Engineer is assigned to a team that is responsible for the network support for the entire computing environment including hardware procurement and deployment, tier 3 system support, project management of deployment and rehab projects, and assigned monitoring and management responsibilities. The role is a member of the IT shared services team that supports a portfolio of privately held companies.

### Essential Job Functions:

1. Provides support for existing Cisco infrastructure deployments
2. Installs, Configures, and Manages Cisco switches, routers, firewalls, and wireless controllers.
3. Monitors IOS versions and schedules updates as required
4. Designs, tests, and deploys Cisco Prime templates as required
5. Follows and updates process documentation as needed
6. Manages projects related to deployment of new Cisco infrastructure
7. Documents configuration and monitors various aspects Cisco infrastructure
8. Supports ServiceDesk in resolving escalated tickets requiring specific technical knowledge
9. Provides tier 3 network troubleshooting and support, including after-hours support

### Relevant Skills

- ITIL based service delivery for Incident Management, Change Management, Problem Management, Capacity Management, and Configuration Management
- Ability to hold themselves and others accountable to high standards
- Experience identifying and resolving issues independently. Demonstrates a solid sense of accountability and sound personal judgement
- Employs Think – Plan – Do – Review critical thinking process for all tasks, large and small
- Proven analytical and problem-solving skills with information systems
- Courage to take initiative in unfamiliar or ambiguous circumstances
- Ability to gain alignment with different clients and represent a common point of view across multiple stakeholders. Must be confident building business partnerships with various business stakeholders.
- Excellent verbal and written communication
- Maintains a high level of confidentiality

**Requirements:**

- Bachelor's Degree in Information Technology or equivalent experience
- 5 years CLI configuration experience with Cisco switches, routers, and ASA's
- Required minimum Cisco Certifications:
  - CCNA – Security
  - CCNP – Routing and Switching
- 5 years of experience in WAN technologies and routing protocols to include:
  - MPLS
  - BGP
  - EIGRP
  - OSPF
  - DMVPN
- 5 years of experience configuring Cisco ASA's for:
  - IPSEC tunnels
  - Cisco FirePOWER
  - Client VPN
- Experience with Cisco Prime and Cisco ISE platforms
- Comfortable working in a remote location supporting businesses with a decentralized leadership structure
- Ability to travel occasionally as needed, not to exceed 20%
- Exceptional customer service orientation
- Other duties as assigned

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