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# Example of Network SME Job Description

Our company is hiring for a network SME. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for network SME

* There are also paperwork oriented tasks, including opening change requests, improving
* Act as 3'rd line resolver on complex Incident and Problem tickets
* Working with technology vendors to proactively resolve and improve management of operations issues
* Make continuous improvement to delivered IT Services optimization and performance tuning of operational environments and improvements of monitoring and support systems
* Analyze performance data and implement corrections to operations
* Define reporting requirements to Vendors that enables us to analyses day-to-operation
* Collect and ensure correction of operations and support delivery deficiencies technology refresh, upgrade or performance related configuration needs
* Stay compliant to IT standards and provide input for further development of these
* Supporting the Integrated Business Planning program with designing new and improving existing processes to drive higher forecast accuracy and reduce supply requirement variability and nervousness and deliver competitive advantage
* Driving the design, deployment, and optimization of the Demand and Supply Review sub-processes within the Integrated Business Planning Management Review process

## Qualifications for network SME

* CCNA / CCNP Certification desirable
* 9+ years of experience with a Bachelor of Science in the Computer Science field or significant equivalent experience ( EE, CIS, CPE, MIS, IT)
* Industry vendor certifications from Juniper (JNCIA, JNCIS, JNCIP, JNCIE)and/or Cisco (CCNA, CCNP).Candidates with experience planning and supporting the deployment of network infrastructure are highly desired
* Proficiency in troubleshooting, preventive maintenance, and emergency maintenance on hardware and software components
* Experience in installation of hardware, software and information assurance patches
* Ability to work on-call or weekends on an as needed basis