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# Example of Network Support Engineer Job Description

Our innovative and growing company is searching for experienced candidates for the position of network support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for network support engineer

* Support existing implementation of cyber security systems and their associated software, including firewalls, VPNs, intrusion detection systems and anti-virus/malware software
* Test new technologies and proposed changes to current infrastructure in a zero-impact lab environment
* Receive and respond to incoming calls, pages, and/or e-mails from the IT Service Desk regarding network connectivity problems and respond to emergency network outages in accordance with business continuity procedures
* Perform preventative and fault isolation maintenance on the local and wide area networks, servers, and other devices
* Participate in the development of systems standards, short and long term goals, project management, and strategic directions
* Create and maintain documentation as it relates to network hardware, configuration, processes, and service records
* Develop, maintain and update a library of technical documentation
* Administrative record keeping and management reporting of IT metrics and compliance controls
* Read trade magazines and technical manuals, and attend conferences and seminars to maintain knowledge of hardware and software
* Assist co-workers engaged in problem-solving, monitoring, and installing data communication equipment and software

## Qualifications for network support engineer

* Strong expertise in Cisco and Arista network platforms a must
* Sniffer (Netscout / Wireshark) troubleshooting experience highly desired
* Experience with routing & switching LAN/WAN solutions based on Cisco devices
* Knowledge & experience with Cisco firewalls devices
* Knowledge and experience with port aggregation technologies such as port-channel and vPC
* Knowledge of Layer 2&3 tunnel protocols