Our growing company is looking for a network support engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for network support engineer

- Use advanced network tools to diagnose problems with local and wide area network environments
- Technical lead for field service and installation teams
- Evaluate, analyze, document, and train Network Operations and Network Element owners to ensure successful utilization of NMS tools
- Troubleshoot TCP/IP connectivity over LAN and WAN links between server and network elements, communicating any issues found to appropriate audience
- Identify alarms from network devices via MIBs
- Logs and monitors an Incident Management System (SalesForce) for new and updated requests
- Interpret network system report logs, WAN and LAN traffic, and usage to analyze and improve hosted and on premise application usage
- Provide technical support for instructors delivering Instructor-led Training (ILT) and remote/over-video virtual ILT (vILT) classes
- Install, configure and support lab deployments of Microsoft Server, Exchange, and Skype for Business in a virtualized environment using VMWare
- Manage VMWare ESXi host servers, data storage arrays, network devices and VMWare Horizon View remote access environments

Qualifications for network support engineer

- Experience working on IP networking technologies and extensive experience in the application of routing protocols
- Familiarity with all layers of OSI model and network communication protocols and working knowledge of Cisco hardware
- At least 5 years hands on ability with configuring and troubleshooting of Cisco switches and routers
- Ability to create network architecture solutions for new applications based on user requirements
- Ability to create technical documentation such as statement of work, technical presentations, RFPs