



**E3 TECHNOLOGIES**

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## **Network Engineer 3 Job Description**

**Job Title:** Network Engineer - Level 3  
**Department:** Network Services  
**Reports To:** Manager-Business Services  
**FLSA Status:** non-exempt  
**Prepared Date:** April 2009

### **Summary:**

An E3 Technologies Network Engineer Level 3 manages client network projects by evaluating current structure and procedures, recommending and implementing solutions to network strategy and security issues, as well as providing network-engineering solutions/options for client organizations by performing the following duties:

Responsibilities include but not limited to: Designing the network infrastructure, providing technical assistance and consulting to the users. Designs and develops server disaster recovery strategies. Troubleshoots high profile network performance issues utilizing root-cause analysis and recommends appropriate action. Develops policies and standards for allocation and use of computer equipment and resources. Long term planning and IT budget management. Ensures data integrity by evaluating, proposing, implementing and managing software and hardware solutions.

**Essential Duties and Responsibilities** include the following: (Other duties may be assigned)

- Support E3 sales and account managers in the sales and support functions.
- Develop detailed network specifications and adhere to standards in support of new project scope work.
- Identify and recommend strategies to customers for network growth, security, and enhancements by maximizing functionality of network equipment such as routers, bridges, gateways, switches, concentrators, and hubs.
- Interface with approved vendors to place orders and ensure adequate delivery and of equipment and services.
- Maintain a library of associated materials for all equipment, processes, and procedures supported by the company.



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- Perform network analysis and capacity planning and testing for client organizations' IT environments.
- Assist in the creation of processes and procedures for client network operations. Set up and maintain network operations, including assembly of computer and network hardware, and provide assistance to the client as well as E3 level 1 and level 2 network engineers – escalate issues when appropriate.
- Perform PC and network troubleshooting to isolate and diagnose common hardware and/or software problems.
- Upgrade PC and network hardware and software components as required.
- Install upgrades and configure PC and network printing, security, software and files services.
- Design, install, and test client network topologies to support Internet and other data transport channels.
- Support the installation and maintenance of client PC/Server hardware and software.
- Design, install and troubleshoot clients' IP based LANs/WANs and IP- based routing and bridging solutions.
- Perform routine and emergency maintenance of all clients' data center equipment.
- Provide clients with network performance monitoring and analysis where appropriate.
- Analyze and evaluate clients' LAN/WAN changes, additions and reconfigurations.
- Contribute to the development and administration of network backup plans for clients to maintain LAN/WAN network systems operation.
- Contribute to the development and administration of clients' network disaster recovery plans.
- Identify and correct faults and provide resolution of complex problem tickets escalated from level 1 and 2 network engineers.

### **Highly qualified candidates will have the following:**

Strong analytical and strategic thinking, as well as planning/organizing and problem solving skills; a high degree of technical expertise, sound professional and technical judgment, and a



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commitment to exceptional customer service and teamwork. Also excellent written/verbal communication and interpersonal skills; a sound business acumen that includes a focus on quality, cost containment, and project planning and follow-through. Personal and professional attributes must include high ethical and professional standards, honesty, integrity, self-motivation, adaptability, and dependability.

### Supervisory Responsibilities

This position has no official supervisory responsibilities but may be asked to coach level 1 and 2 network engineers from time to time.

### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesize complex or diverse information into workable challenges and/or solutions; collect and research data to support conclusions and recommendations; use intuition and experience to complement data.
- **Problem Solving** - Identify and resolve client issues in a timely manner; gather and evaluate data effectively; generate appropriate, sometimes creative solutions to client issues; translate concepts and information into images; demonstrate superior attention to detail; use reason even when dealing with emotional topics.
- **Project Management** – Assist account managers with the development of project plans; assist with the network engineering sections of projects when appropriate; communicate changes and progress to the project team and the client; complete projects on time and at or below budget.
- **Technical Skills** – Assess own technical and professional strengths and weaknesses; pursue training and development opportunities as appropriate; strive to continuously build knowledge and skills; freely share expertise with others inside the E3 Technologies organization.
- **Customer Service** - Manage difficult or emotional customer situations tactfully and professionally; respond promptly to customer needs and questions; solicit customer feedback to improve service; respond to internal and customer requests for assistance in a timely manner; meets all internal and customer commitments.
- **Interpersonal Skills** - Focus on solving conflicts, not assigning blame; maintain appropriate level of confidentiality; listen to others without interrupting; keep emotions under control at all times; remain open to, and accepting of, others' ideas and demonstrate a willingness to try new things.



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- **Verbal Communication** - Speak clearly and persuasively in positive or negative situations; listens and ask for clarification when appropriate; respond appropriately to questions; demonstrate group presentation skills; actively participate in internal and client meetings.
- **Written Communication** - Write clearly and informatively; present numerical data clearly and effectively; able to read and interpret complex written information.
- **Teamwork** - Balances team and individual responsibilities; exhibit objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team and organization above own interests; supports everyone's efforts to succeed.
- **Vision and Leadership** - Display passion and optimism; inspire respect and trust in and from others; exhibit confidence in self and others; effectively influence the actions and opinions of customers and peers; willingly accept feedback from customers and peers.
- **Quality Management** – Be quality-focused; look for ways to improve processes and promote quality in the products and services provided to clients; demonstrate accuracy and thoroughness in all areas of responsibility.
- **Business Acumen** – Understand the business implications of all recommendation and decisions; display a strong orientation to profitability; demonstrate a solid knowledge of the market and competition; align actions with the company's strategic goals.
- **Cost Consciousness** - Work within the approved budget for every client project; develop and implement cost saving measures when appropriate; contribute to profits and revenue whenever possible; conserve organizational resources.
- **Diversity** - Shows respect and sensitivity for cultural differences.
- **Ethics** – Treat everyone with respect and embrace cultural difference; keep commitments to customers and peers; exhibit a high level of personal and professional integrity and ethical behavior; uphold the organizations values at all times.
- **Organizational Support** – Follow organizational policies and procedures; complete administrative tasks correctly and on time; support the organization's goals and values; represent the organization at outside professional activities.
- **Strategic Thinking** - Understand and support the organization's strengths and offer suggestions to minimize weaknesses.



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- **Judgment** – Exhibit sound and accurate professional judgment; include the appropriate people in your decision-making process; make decisions in a timely manner.
- **Motivation** - Set and achieve challenging professional goals; demonstrate persistence and overcome obstacles; measure self against a high standard of excellence; take calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritize and plan work activities; uses time efficiently; plan for additional resources; set goals and objectives; develop realistic action plans.
- **Professionalism** - Approach others in a respectful and tactful manner; maintain composure under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for your own actions; follow-through on commitments.
- **Adaptability** – Easily adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal confidently with frequent change, delays, or unexpected events.
- **Dependability** - Follow instructions and respond to management direction; take full responsibility for own actions; commit to long hours of work when necessary to keep commitments, meet deadlines, or reach goals; completes work on time or notify the appropriate person with an alternate plan.
- **Initiative** - Undertake self-development activities; seek increased responsibilities and professional growth; take independent actions and calculated risks; look for and take advantage of business and professional opportunities; ask for and offer help when needed.

### Qualifications

To perform this job successfully, an individual must be able to satisfactorily perform the essential duties and responsibilities of the position as outlines above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

### Education and/or Experience

In addition, a bachelor's degree in an IT discipline and ten years of related experience, or an equivalent combination of education and experience is necessary for success in this position.



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### **Certificates, Licenses, Registrations**

The following certifications are desirable: A+, Network+, CCNA, CCSP, MCSE, and MCSA.

### **Computer Skills**

To perform this job successfully, an individual should have a working knowledge of a variety of software applications including, but not limited to: contact management systems; CRM, database software; Internet software; inventory software; order processing systems; project management software; spreadsheet software and word processing software. Knowledge of Intuit Track-It Software is a plus.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and stoop, kneel, crouch, or crawl. The employee is occasionally required to walk and climb or balance. The employee must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Hours of work are 8-5 Monday through Friday. There may be some overtime required based on customer needs. The position requires 30% local travel in the Rochester, NY area.