

# SENIOR NETWORK ENGINEER

CTEX delivers an agile, business need driven and wide global computing platform that is efficient, effective, scalable, flexible, and reliable through technology modernization, standardization and, ITIL guided service management practices.

Prominent IT organizations around the world have selected CTEX to improve their service levels, reduce capital expense and deal with the high costs of bandwidth, energy, real estate, staff and expertise. As a pioneer in utility computing, CTEX understands and harnesses the latest advances in technology such as virtualization, cloud computing and support process automation.

In a continuously evolving industry, we are looking for highly skilled professionals that are passionate about excellence, results-oriented, and have a long-term commitment to the company.

## Job Description

### SUMMARY

Senior Network Engineer is responsible for leading the technical relationship of CTEX clients providing superior support in a complex network and/or hosting solutions environment. The Senior Network Engineer will troubleshoot systems and network incidents to provide the maximum availability and optimal Mean Time To Repair (MTTR). The Senior Network Engineer will also be responsible for ensuring a positive customer relationship.

### RESPONSIBILITIES

- Deliver superior customer service through professional, comprehensive, and timely communication for all Incidents and Requests for Change
- Ensure timely response, escalation, and resolution to promote the rapid restoration of services for all Incidents
- Actively participate in day to day support for client environment(s).
- Participate in cross functional teams to foster collaboration within and outside of operations.
- Act as a support process leader for the team.
- Drive documentation lifecycle for client and technology-specific areas.
- Through review and approval, ensure methodical and successful execution of customer change requests
- Review system and network configurations with Service Delivery to ensure successful implementation of services into production
- Identify, resolve, and/or escalate hosting issues according to procedural documentation and training
- Create or update documentation including network diagrams, procedures, and policies to ensure consistent support of customer environments
- Implement standard thresholds for monitoring and complete and remediate audit items to insure a stable and supportable operating infrastructure
- Drive service improvements and efficiencies through effective automation
- Execute and review documented standards for the installation, configuration, and support of client applications
- Review audit and performance results to facilitate proper capacity planning and service management
- Perform incident trend analysis to promote a stable solution within the environment.

# SENIOR NETWORK ENGINEER

## GENERAL QUALIFICATIONS

- Bachelor degree in Computer Science, Information Technology or similar
- Minimum of 5+ years of IT experience or 3+ years of IT Experience and a Bachelor's degree in a technically relevant field
- Minimum of 3+ years of Engineering level experience
- Technical certification is required (MCSE, CISSP, CCNA, CCNP Security and/or CCIE Security).
- Desired: GCFA, SANS GCIH, GPEN or GCIA
- Systems: Windows, Cisco Systems, UNIX, Linux, Novell. VMware, and EMC
- Networking: Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, DNS, UDP, Latency, VoIP, QoS, EIGRP, BGP, OSPF, NHRP, ATM, PPP, MPLS
- Strong interpersonal skills that drive collaboration and promote a productive and creative work environment.
- A commitment to delivering a superior customer experience through direct interaction with customers during support and change management
- Ability to quickly adapt to advancing technologies and procedural changes
- Strong desire to continuously develop, and drive self-improvement
- Work effectively with minimal direction
- Proven incident and problem solving (troubleshooting) skills with an emphasis on a timely resolution
- Excellent verbal, written and analytical skill
- Ability to work well in team environment
- Project Management experience
- Team Leadership
- Familiarization with ITIL guidelines and practices

## BENEFITS

CTEX offers its employees a rich selection of benefits designed to help them advance their careers and ultimately finding the perfect work-life balance. Ultimately, developing your passion, realizing your vision and satisfying your desire to be the best is your personal responsibility. We will make sure to help you get there.

## INQUIRIES

Submit inquiries via email at [careers@ctexpartners.com](mailto:careers@ctexpartners.com). For more information, visit our website at [www.ctexpartners.com](http://www.ctexpartners.com).