

Title: Network Engineer III

Reports To: EVP - Technology

Department: Information Technology

Classification: Full-Time/Exempt

Position Summary:

A senior level Network Engineer with significant hands-on experience with network design, IP telephony, wireless, SAN, MS Servers, cloud implementations, vendor/contract management, and security, who will be responsible for providing core networking design, deployment, maintenance and support as well as for IP telephony and call center projects, and implementations. Works hand-in-hand with Systems Engineers and Help Desk staff to provide full infrastructure support and maintenance in a fast-paced e-commerce environment

Responsibilities:

- Plan, Design, Implement and Support corporate voice/data networks, LAN/WAN/SAN, and IP based call center and office phone systems
- Design, implement, and maintain Cisco Unified Communications systems including but not limited to CUCM, CUC, Unity, UCCE/PCCE, UCCX, Calabrio, and Upstreamworks.
- Analyze the existing voice/data networks and recommend solutions based on requirements
- Educate the users and department on new technologies.
- Lead Engineering efforts of network and telephony related projects.
- Maintain and support Cisco's IP Telephony and PCCE Contact Center Enterprise and all related Cisco IP telephony infrastructure.
- Administer, maintain, and support all network hardware (core switches, routers, switches, hubs, etc) to ensure optimum throughput, quality, and security
- Create, Implement, and Support all monitoring and reporting implementations related to networks
- Ensure that all data security standards and policies are followed; monitor usage to ensure security of data and access privileges; establish and maintain user accounts, profiles, file sharing, etc.
- Support Cisco Agent Desktop and Cisco Supervisor Desktop clients
- Troubleshoot network related issues; ability to analyze network logs and make recommended solutions
- Manage network implementations in the cloud, specifically Azure and AWS
- Manage and maintain routing implementations including BGP
- Identify new offerings that arise from new technologies.
- Identify new offerings that arise from customer demand and needs.
- Maintain documentation of the LAN/WAN/SAN environment and operational procedures.
- Provide knowledge transfer to Team members and support staff.
- Work as a team to ensure customer requirements are gathered and projects are successfully implemented.

Minimum Job Requirements:

- Bachelor's degree in Computer Science, Engineering or related discipline: equivalent experience is acceptable.
- Minimum 5 years related experience in data/voice networking, preferably in an e-commerce environment.
- High-end experience in all aspects of network and network infrastructure including SIP and/or Call Center systems engineering experience.
- Recent experience with configuration and management of Cisco and HP networking hardware, including storage, routing, telephony, and wireless technologies and systems.
- Excellent Customer Service and communication skills.
- Knowledge in CVP scripting and call control.
- Practical experience with MS Office 365, MS Exchange, MS SQL Server, MS Azure
- Ability to work weekends and off hours as necessary to meet customer requirements.
- Strong critical thinking and analytical skills.

- Good team player, willing to share knowledge with the team.
- Ability to manage and influence individuals to obtain maximum results.
- Highly effective communicator (written & verbal).
- Certification level of a CCNP Voice or CCNA preferred

While performing the duties of this job the employee must be able to sit continuously to perform essential job functions throughout the entire shift. May require walking primarily on a level surface for periodic periods, throughout the day. Requires interacting with others, interpreting spoken messages, constant keyboarding, sitting, hearing and talking are required. The employee will occasionally stand and walk, and infrequent bending at the waist, twisting of the upper body, kneeling, being mobile on even surfaces, squeezing and crouching are also required. Requires infrequent lifting and carrying of 1-25 pounds.

This position description is not intended to be and should not be construed as an all-inclusive list of responsibilities, skills or working conditions associated with this position. While this description is intended to accurately reflect the position's activities and requirements, management reserves the right to modify, add or remove duties as necessary.

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