

OneStream Networks, LLC
Job Description

Job Title: Network Engineer
Department: Operations
Reports To: EVP Engineering and Technology

SUMMARY: This position is responsible for core network routing and switching, Tier 3 support for network operations and new customer provisioning. Also monitors/reports performance and health of core infrastructure. Responsible for vendor management, partner development and customer communication.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Operate and maintain production voip network consisting of Cisco routers and switches, Genband and Audiocodes SBCs and multiple MPLS NNI.
- Work with company partners to troubleshoot network issues through to resolution, take ownership of all customer issues and communicate results to the customer.
- Maintain all LAN/WAN equipment including design, maintenance, break/fix, upgrades, testing/performance statistics, documentation, interoperability.
- Responsible for IP Telephony design and deployment, sales engineering, vendor management, overall network health and network technology strategy development.
- Seek input from mentors and supervisors.
- Administer and maintain corporate infrastructure

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires special technical knowledge of the techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting process for software, hardware, networking and accessory equipment. Requires experience with personal computer equipment. Requires sufficient analytical skills to assess problems or unusual situations and develop solutions. Prefer a working understanding of the company and individual department operations, goals and objectives relating to Computer and Communications Services.

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used at the company. Must have strong communication and training skills and be able to communicate technical information to nontechnical users.

Knowledge of UNIX/Linux server administration and working experience with traditional (TDM) voice, ISDN/PRI, PBX/ACD as well as VoIP Gateway's and SBC's preferred but not required. Analytical and data driven approach to network abnormalities a plus.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university; or 5-10 years experience designing, implementing and maintaining WAN/LAN using Cisco routers and switches required; or equivalent combination of education and experience. Extensive knowledge of Cisco IOS is required. Demonstrated proficiency in SIP, IPSec VPNs, MPLS, VLANs, QOS. Voice troubleshooting skills are a must.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, and customers.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ration and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to troubleshoot and resolve problems with company technical hardware and operating software.

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 the job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

While performing the duties of this job, the employees is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

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 individual with disabilities to perform the essential functions.

The work is performed primarily in a standard office environment, but may involve exposure to moderate noise levels from high-speed computer printers and other peripherals. Work involves operation of personal computer equipment for four to six hours daily. Duties may also include occasional stooping, crawling and lifting of up to 50 pounds to install or check the installation of network devices and cabling. Travel to other department worksites may also be required depending on the assignment. Requires the ability to be available occasionally for off hours and weekend work, as well as participation in the department on call rotation. Some travel may be required.