Week 7: Face-Recorded Video Interview

Job Application

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DeVry University¶

Career Development #205

Professor Shon Miles

Saturday, October 16, 2021

**Position Title: Windows Network Engineer/Senior Technician**

**Location: Wethersfield, CT area**

**Relocation: No**

**Salary: $75K to $105K - Salary D.O.E.**

**Position Number: 9559**

**SUMMARY:**

Our client, a computer and network support/integration company, has asked Hallmark to help them find and hire a Windows Network Engineer. They are looking to hire someone who would enjoy working with their customers doing network set-up, installation, virtualization, upgrades, maintenance and troubleshooting on and offsite.

This is a staff position working full-time for our client company. They have a number of long-term employees who love working at this company.

**RESPONSIBILITIES:**

● Windows Server and Networks configuration, set-up, installation, maintenance and ongoing support on current HP and Dell server platforms including blade hardware configurations and shared server storage configurations with SAN’s and similar setups using virtualization technology such as HyperV.

● Install, configure, and test operating systems, application software, and system management tools.

● Manage and monitor selected systems and infrastructure for assigned client organizations to be in line with company guidelines or SOP (standard operating procedure).

● Manage, maintain, troubleshoot and repair customer hardware and software using Connectwise Automate and Remote Monitoring & Management (RMM) or similar remote tools.

● Ensure the highest level of systems and infrastructure availability, support and service.

● Identify customers’ technology needs and functionality in a service development cycle, as needed or requested by client.

● Evaluate Client’s existing systems and provide technical recommendations to customer staff in conjunction with our Client Relationship Managers.

● Plan and implement system automation as required for better efficiency.

● Collaborate with coworkers to enable everyone to achieve high quality deliverables within organization guidelines, policies, and procedures.

**EXPERIENCE AND SKILLS REQUIRED:**

● 6+ years of IT experience with emphasis on installing, configuring, deploying, and maintaining Windows Servers including experience with Microsoft’s HyperV virtualization technology.

● Stable work history. Previous experience working for a systems integration company or server installation/support company is helpful.

● Solid experience working with MS/Windows Active Directory Networks & PC hardware and software

● Experience configuring, maintaining, and troubleshooting/correcting current network devices (managed switches, Firewall/routers, Wifi Access points and controllers, backup/disaster recovery solutions (Datto) is preferable.

● Knowledge & understanding of Microsoft networking protocols such as Active Directory.

● Information security experience and or compliance knowledge such as HIPAA, NIST, ITAR, etc would be a plus.

● Good customer support skills.

● Good oral and written communication skills.

● Good organizational and delivery skills.

**BENEFITS INCLUDE** :

**● Paid Time Off - PTO**

**o Paid Holidays** - Standard major holidays such as New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Day After Thanksgiving, Christmas Day.

**o Paid Vacation/Personal/Sick Days** - THREE WEEKS of paid personal time (15 Days) for Vacation/"Personal Days"/Sick time however employee chooses to use those days…

**● Cellular Telephone** for work or Re-Imbursement allowance for business use of your current phone

**● Certification Testing Re-imbursement** for career-related technical certification tests

**● Health Insurance** - ECS offers two health insurance options from Connecticare, a Bronze Plan and A Gold Plan. ECS pays a portion of the single individual cost of insurance. Family coverage is also available, however cost delta for family is employee's responsibility.

**● Additional Insurance Coverages** – This client participates in a plan from AFLAC that allows employees to select additional coverages at their own expense that includes coverage such as short term disability, dental, life insurance and more are available

**● Retirement Plan** - Client offers a 401K retirement plan with matching company contributions as allowed by plan and law.

**● Vendor Training** - employees may be able to enroll in a complete various vendor-sponsored technical training opportunities to learn about new products and keep their skill sets up to date.

**OTHER:**

To view other Hallmark jobs, please go to [ Link removed ] - [Click here to apply to Network Engineer](https://api.careerbuilder.com/v1/application/applylink?JobDID=J3129Z6QFXS6P5HZTTW&TrackingID=X8K2DWW7&HostSite=US)

Hallmark and our Client are Affirmative Action, Equal Opportunity Employers. We encourage all qualified people with the current right to work for any employer in the USA to apply.

**NOTE:** We cannot consider H-1 Visa candidates for this position. Principals only, please.

* Supporting complex network infrastructure including routers
* Gathering network metrics and network reporting
* Implementing functional network infrastructure (LAN, WLAN, WAN)
* Maintain local area network, wide area network, and wireless network
* Ensure hardware and software complies with DoD requirements
* Develop network architecture and network design documentation
* Provide support for network connectivity or related network issues
* Implement network and security infrastructure
* Provide network security by configuring routers, switches, firewalls
* Resolving network problems through research, network installation and customization, network administration and network management support
* Implement data network infrastructure components
* Assist with network capacity planning to meet network requirements and network growth
* Maintain routers and switches on the enterprise network
* Maintain network documentation as relates to network configuration, network diagrams and processes
* Planning and designing the network infrastructure and enterprise network solutions
* Maintain documentation on network configuration
* Ensure overall network reliability of 99.9%
* Analyze network statistics and network design
* Deploy network security monitoring tools
* Configuring and troubleshooting network devices