

Job Description

Title: Network Engineer/Sr. Network Engineer

Reports to: Lead Network Engineer

Division: Technology Infrastructure

FLSA Classification: Salaried/Exempt

Status: Full-time

Salary Grade: TBD

Location: Reston, VA

Travel: up-to 10% of time

Purpose: To be instrumental in performing vital daily operational tasks on firewalls, routers, switches, load-balancers, and wireless systems in data centers and on our customer premises.

Essential Duties and Responsibilities:

- Resolve incidents, problems, and change requests in accordance with service-level agreements (SLA's) and approved maintenance windows
- Monitor ticket queues during normal business hours
- Participate in an after-hours and holiday on-call rotation with other network technicians
- Explain and discuss technical issues with customers in face-to-face meetings and conference calls; including regularly scheduled customer update calls and architecture reviews
- Proactively identify customer problems and future needs
- Collaborate on design and implement network and security solutions
- Work with higher-level engineers to design network and security solutions
- Install and configure hardware and software according to design specifications
- Test and troubleshoot new installations
- Produce and maintain documentation
- Work with standard, portable document formats (PNG, PDF, etc.)
- Develop professional diagrams and illustrations with software such as Visio, OmniGraffle, and Dia
- Supplement existing documentation to reflect all new changes to an environment
- Correct errors and deficiencies & continuously expand product proficiency/product diversity
- Adopt a vendor-agnostic approach to problem solving; find and use the right product or combination of products for the customer
- Test new products and features in a lab environment
- Work closely and collaborate with higher and lower level technicians and engineers
- Other duties as assigned

Qualifications:

- 5+ years of experience in an operations support/Network Engineer
- SME with network, storage, and server hardware specifications
- Operations support experience in multi-vendor network and IT systems to include virtualized networks.
- Troubleshooting skills; TCP/IP Networking; DNS; Security Devices [firewalls (UTM & NGFW), IDS/IPS, SIEM]; Routing & Switching; Wireless Networking; Command-Line Interfaces; and basic Linux skills (file management and text editing)
- Proficiency in some of, but not limited to, the following manufacturers' product lines: Cisco, WatchGuard, FortiNet, Palo Alto Networks, Juniper, Sophos, F5

Other desired knowledge, skills or attributes:

- Experience in working with or for a MSSP
- Curiosity and strong desire to constantly learn
- A self-starter with the ability to work in a fast paced and ever-changing environment
- Excellent oral and communication skills
- Strong ability to balance multiple priorities in a high demand environment

The overall well-being of our employees and their families is important, and Neovera provides many valuable benefits, programs and tools to help manage the various phases, developments, and priorities in your life which include:

- Medical and dental insurance coverage
- FSA- health and dependent care expenses
- Telecommuting and work-life balance
- Fun and casual office environment
- Life insurance
- Short and long-term disability insurance
- Generous paid time off (vacation, sick, floating holidays)
- 401(k) retirement plan
- Competitive base salary
- Discounted gym membership
- Office snacks, caffeine, and much more!

About Neovera: Neovera is a trusted provider of complex hosting solutions, leveraging over a decade of unmatched technical expertise in IT consulting and infrastructure managed services. Headquartered in Reston, Virginia, Neovera's clients range from start-up and non-profit organizations, to global media, distance-learning, and financial institutions. Our goal is to assist clients in achieving superior return on their investment with the optimization and management of high-availability IT infrastructure solutions.

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