

Front Porch Job Posting

Job Title: Technical Support Engineer/Field Engineer
Department: Network Operations

SUMMARY

This position provides network design, troubleshooting, installation and maintenance duties on Front Porch production, lab and customer networks.

ESSENTIAL COMPETENCIES:

Required: Windows 2000 Server/Pro (installation, maintenance, administration), Ethernet (switches/hubs), Cisco IOS, VPN Concentrators, PIX Firewalls.

Beneficial: Windows XP Professional, Foundry IOS, UNIX, Linux, MS-SQL, Microsoft IIS, Mac, SolarWinds Orion, Heroix.

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. These duties may be performed individually, as part of a team or in cooperation with customers.

- Performs analysis of network needs and contributes to design of network architecture, integration, and installation.
- Installs and maintains LAN/WAN network hardware and software, including servers, peripherals, network nodes, terminals, and wiring.
- Evaluates LAN/WAN network hardware and software requirements and capabilities and makes recommendations.
- Ability to use a protocol analyzer.
- Ability to decipher a protocol analyzer trace.
- Coordinates installation of hardware and software.
- Monitors and maintains network operations and performance.
- Communicates and coordinates network schedule, backups, and downtime to users.
- Prepares and maintains documentation of network configurations and cabling layouts.
- Assembles and configures network components and associated services.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Upgrades network hardware and software components as required.
- Provides customers with network technical support.
- Responds to needs and questions of customers concerning their access to network resources.
- Establishes network users, user environments, directories, and security for networks being installed.
- Replicates customer environments to aid in problem replication/resolution.

EDUCATION and/or EXPERIENCE

This position requires the knowledge and skills normally acquired through the successful completion of a BS degree in Computer Science.

- Requires 2 or more years of networking experience.
- Requires 2 or more years of Microsoft Windows experience.
- Successful track record of completed projects (sample documentation and/or actual device configuration may be required at an interview).
- Must possess strong interpersonal and verbal communication skills.
- Must possess strong technical documentation skills.
- Ability to learn new systems quickly.
- Ability to work in a fast-paced environment and handle multiple priorities.

LANGUAGE SKILLS

Must be able to communicate effectively using verbal or written means.

REASONING ABILITY

Must be able to demonstrate exceptional reasoning skills in day-to-day troubleshooting operations.

CERTIFICATES, LICENSES, REGISTRATIONS

Technical certifications are a plus.

PHYSICAL DEMANDS

The position may require the employee to spend extended periods of time in climate-controlled environments (data centers, server rooms, etc.).

Some lifting of 50 lbs.+ may be required in the mounting and dismounting of equipment. Cabling/wiring operations may create some physically challenging work operations.

The position will require the employee to spend extended periods of time entering and monitoring data on Personal Computers.