RISK DESIGNATION:	High
REPORTS TO:	Chief Operations Officer
EMPLOYEE CLASSIFICATION:	Exempt

JOB PURPOSE:

Along with Director of Operations/Data Center, leads a team of network engineers, providing high level technical guidance and leadership towards project management, technical implementation, and troubleshooting. Determines objectives and provides oversight to ensure departmental project profitability. Approves team member's time sheets and/or discipline/termination of team members. May perform functions as a network engineer as required.

ESSENTIAL FUNCTIONS:

- Accountable for management of network engineering team and all technical aspects of assigned network projects
- Reviews implementation documents acceptance/test created by his/her team to ensure completeness and compliance with defined standards
- Maintains oversight over team resource schedules and provides final decisions as to direction
- Monitors team to ensure successful completion of projects
- Provide critical decisions to ensure department profitability
- Develop, propose, document, and maintain design standards in cooperation with teammates and company leadership
- Provides expert insight into the design, setup, and configure complex network environments
- Provides expert insight into the design, setup, and configure complex switching environments
- Provides expert insight into the design, setup, and configure complex wireless network environments
- Provides expert insight into the design, setup, and configure complex firewall and security components
- Provides expert insight into the design, setup, and configure virtual private network (VPN) environments
- Provides expert insight into the design, setup, and configure complex VoIP phone systems and devices
- Provide support to internal and external resources as required
- Document all phases of projects and service requests

ADDITIONAL RESPONSIBILITIES:
- Maintain a thorough understanding of core network technologies including, but not limited to, TCP/IP, DNS, DHCP, routing, switching, network security
- Allocates project time by ensuring complete, detailed and accurate time entries in our PSA software on a timely basis
- Pursue continued education and certifications, as guided by management

EDUCATION/EXPERIENCE:

Education:
- High school diploma or GED required
- Bachelor's Degree or equivalent experience desired
- Related industry certifications are desired (examples: CCNA, CCNP, CCVP, CCIE

Experience Requirements:
- Prior Experience managing a small team desired
- 7+ years of related work experience desired
- Cisco Routers and Switches, Cisco IOS, Cisco Firewalls
- VoIP and VoIP business telephone systems
- 802.11 Wireless networking
- Virtual Private Networks
- IP routing protocols including EIGRP, OSPF, IS-IS, BGP
- Experience managing technical projects desired

BASIC SKILLS:
- Active Learning Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Learning Strategies Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Mathematics Using mathematics to solve problems.
- Monitoring Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension Understanding written sentences and paragraphs in work related documents.
- Science Using scientific rules and methods to solve problems.
- Speaking Talking to others to convey information effectively.
- Writing Communicating effectively in writing as appropriate for the needs of the audience

SOCIAL SKILLS:
- Coordination Adjusting actions in relation to others' actions.
- Instructing Teaching others how to do something.
- Negotiation Bringing others together and trying to reconcile differences.
- Persuasion Persuading others to change their minds or behavior.
- Service Orientation Actively looking for ways to help people.
- Social Perceptiveness Being aware of others' reactions and understanding why they react as they do.

WORK ACTIVITIES:
- While performing the duties of this job, the employee is frequently required to sit and occasionally required to stand.
- The employee must frequently lift and/or move up to 50 pounds

COMMUNICATION:
- Requires telephone conversations
- Requires use of electronic mail
- Requires writing letters and memos
- Requires face-to-face discussions with individuals or teams

CONFLICT:
- Requires dealing with unpleasant, angry, or discourteous people
- Includes conflict situations

IMPACT OF DECISIONS:
- Requires making decisions that affect other people, the financial resources, and/or the image and reputation of the organization
- Requires making decisions that impact the results of co-workers, clients or the company
- Mistakes are not easily correctable and have serious consequences
- Opportunity to make decisions with minimal supervision

PACE AND SCHEDULING:
- Requires meeting deadlines

PERSONAL CHARACTERISTICS:
Must be self-directed to accomplish goals but function as part of a team; willingness to interact/work with people of diverse cultures, races, and/or nationalities. Must have excellent verbal and written communication skills.

OTHER FACTORS
Motor vehicle record check(s) required for company vehicle. Must pass back ground check and drug screening.

A TEAM ABOVE ALL.
ABOVE ALL A TEAM.

20+ YEARS pioneering managed network services

300+ enterprise customers

24 countries serviced

EXP Staff 20+ vendor certifications

95% customer retention rate

24/7 NOC

80,000 Square Foot "World Class" Data Center

94% Resolution World Class Service Desk

3 Major Compliance Certifications HIPAA/SOC/PCI