



CONTACT:
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JOB DESCRIPTION

March 2021

TITLE: Network Engineer
DEPARTMENT: Information Technology
REPORTS TO: Director Operations & Technical Services
LOCATION: Shelton, Ct.

SUMMARY DESCRIPTION:

Responsible for research, design, implementation, maintenance, and support for network servers, storage, Network Operating Systems, managed switches, routers, hubs, backups, firewalls, network segments, VDI environment, and bandwidth. Provide 24-hour support as needed in a multi-tenant environment. This position is responsible for delivering and supporting a solution that ensures customer satisfaction. Willingness to accept rotational on-call responsibilities is an essential component of the job.

DUTIES AND RESPONSIBILITIES:

- Install network server operating systems and associated software including virus protection and other vendor products
- Monitor appropriate security procedures to safeguard system from physical harm, viruses, and unauthorized access
- Perform hardware installation, upgrades, troubleshooting, and repair of servers and peripheral devices
- Check and respond to errors logged by servers and/or network devices
- Schedule, run, and ensure that daily or weekly and incremental or full backups are performed and verified, and rotate media offsite
- Plan, install, and test software updates and patches to network operating systems and server-based applications
- Monitor disk capacity and take appropriate action to ensure adequate disk space is available to networked users, software applications, and attached devices
- Analyze performance of servers and telecommunications devices (such as switches and routers) and take appropriate action to optimize such devices to maximize performance and throughput, and minimize downtime
- Maintain highest levels of network security and data integrity



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- Research and maintain knowledge of network-related emerging technologies and evaluate vendor products for potential use within the company
- Provide system troubleshooting and problem resolution as required (24x7) and general technical support to clients and internal users as needed
- Day to day admin and monitoring of IT and environmental infrastructure
- Working directly with clients to develop individual customized solutions as needed
- Hands on to assist in desktop and user support as necessary
- Manage IT vendors and carriers for various support services
- Enforce change management

REQUIRED SKILLS:

- Cisco Certified Network Professional certification preferred. Must have hands on experience with Cisco Routing and Switching, Wireless, and Security.
- Windows server and desktop OS
- Linux Server Operating Systems
- Experience in Virtual environments
- Office 365 administration
- Advanced knowledge in a broad range of IT infrastructure technologies, including Active Directory, LDAP and NFS
- Ability to configure, implement and support routers using various routing protocols, including BGP, EIGRP, and OSP
- Strong knowledge in Telco/WAN services such as Metro Ethernet, MPLS, Lit & Dark Fiber, and Cable Internet/Ethernet services
- Strong installation and troubleshooting skills
- Excellence in customer service and support
- Strong interpersonal and communication skills, both verbal and written
- Strong project management and organizational skills
- Ability to work in a fast and flexible environment, particularly on critical care and on-call duties
- Planning future improvements, suggesting IT solutions to business problems
- Experience in datacenter environment and knowledge of power and mechanical infrastructure a plus.

REQUIREMENTS:

Education: Bachelor of Science degree in Computer Science, or equivalent

Experience: Must have a minimum of 3-5 years' experience with LAN technologies with strong knowledge and experience in multiple network operating systems.



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ABOUT CAPS:

Computer Alternative Processing Sites, Inc. (“CAPS”) enables clients to minimize risk and seamlessly continue their business operations by providing Cloud/IT Infrastructure services, including Colocation and 24x7 fully Managed Services, Business Continuity solutions, Dedicated Disaster Recovery Services and Data Backup, Storage and Recovery Solutions.

Our highly skilled and experienced staff and 24x7 services have supported customers from all industries since 1995. Our differentiation is providing flexibility with contracts and SLAs and personalized, scalable solutions specifically tailored to align with clients’ budget and business objectives. CAPS is an environmentally controlled SOC 1 Type 2 (SSAE 18) and PCI compliant hardened, highly secure data center facilities with headquarters in Shelton, CT, Pearl River, NY, and Branchburg, NJ.