

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-89-2021
Company Name	Converged Network Solutions, member of ICC Group
Industry	IT, Networking
Vacancy	Network Engineer
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	FT
Major(s)	Computer Engineering or Equivalent
Degree	Bachelor; Master is a plus
Years of Experience	1-4
Location	Down Town, Beirut
Remuneration & Benefits	
Tasks & Responsibilities	<p>POSITION OVERVIEW</p> <p>The Network Engineer's role is to design communication networks, implement, configure and troubleshoot Network solutions and provide technical support to CNS customers.</p> <p>JOB RESPONSIBILITIES</p> <p>IMPLEMENTATION RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Implement and operate network solutions/products. • Follow Instructions and report to Team Leader. • Handle documentation and configuration backup. • Ensure that configurations comply with the industry standards and security policies. <p>MONITORING RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations. • Monitor network performance and ensure system availability and reliability. • Complete tasks of service level agreement (SLA).

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NETWORK SUPPORT & CUSTOMER RELATIONSHIP RESPONSIBILITIES

- Provide onsite and remote support and troubleshooting to resolve emerged issues.
- Solve customers' requests after coordinating with the Team Leader/Technical Manager.
- Coordinate with vendors and other IT personnel for problem resolution.
- Train customers and team members on using new solutions/products.
- Maintain excellent relationship with internal & external customers.
- Create/Update Task management application of each customer's cases, implementation and support (on site/remote).
- Ensure the service report is signed by the client

SELF-DEVELOPMENT & PARTNERSHIP RESPONSIBILITIES

- Do a self-assessment to identify points of weakness in needed technologies and discuss the requirements to fill the gap with the team leader.
- Accomplish new certifications and develop technical know-how.
- Attend trainings and submit for required exams to maintain partnerships with vendors.

INFORMATION MANAGEMENT RESPONSIBILITIES

- Contribute in the development of the internal knowledge base that includes documentation, backup of new solutions, collaborative solutions, performance monitoring and internal control.

AD-HOC ASSIGNMENTS / REPORTS:

- As per the Direct Supervisor's requests.

COMPETENCIES

- Analytical and problem solving skills

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- Detail oriented skills
- Stress and time management skills
- Flexibility and adaptability skills
- Communication and cooperation skills
- Customer Orientation skills
- Knowledge development skills
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- On-time implementation and troubleshooting.
- Configuration compliance with the industry standards and security policies.
- Technical support efficiency (Onsite & Remote)
- Efficient completion of SLAs' tasks.
- Accurate technical documentation and reporting
- Partnership level and specializations
- Certifications - Product Knowledge

REQUIREMENTS

DEGREE

- Bachelor's degree in Computer and Network engineer.

YEARS OF EXPERIENCE

- Minimum 1 to 3 years of experience.

KNOWLEDGE

- Network Security
- Collaboration
- Switching-routing fields
- Wireless
- Data Center

CERTIFICATIONS

- CCNA Routing and Switching
- Higher Network certifications are a plus

WORKING CONDITIONS

- In-out office duties
- Travel is required