Network Engineer 

Status: Full-Time Employee

Relevant Work Experience: 3-10 Years
Career Level: Experienced (Non-Manager)

PRO OnCall Technologies

12125 Ellington Court, Cincinnati, OH 45249

 ithr@prooncall.com

PRO OnCall is a full service solution company focused on Cloud Computing, IT services, hosted and premise based business phone systems with thousands of satisfied customers. PRO OnCall is a privately held company headquartered in Cincinnati with branch offices in Columbus, Cleveland, and Dayton. You can find more information about our company at [www.prooncall.com](http://www.prooncall.com)

We are seeking an individual who is a problem-solver and has a proven track record of working within a team environment to successfully address challenging user computing issues.

 Our Network Engineers are responsible for maintaining customer uptime and improving their computing experiences through remote monitoring, maintenance and problem identification and resolution activities, as well as providing exceptional customer service. Canidates must have a strong motivation to learn new technologies and solve challenging technical problems. This position requires dedication, persistence, follow-up, effective utilization of provided resources and unbeatable customer service.

Job duties include utilizing our managed services solutions to deliver remote and onsite user support services and update service request information, answer technical support calls, assign ticket severity, prioritize work accordingly, and collaborate and work with other staff and vendor support resources to resolve issues. Overall relationship management and the ability to coordinate required resources to respond to complex IT requirements are desired.

 **Minimum Skills/Experience Required:**

* Minimum Certification – Current Microsoft MCP
* Desired Certification – MCSA 2008, MCITP 2008, Cisco CCNA, Comptia A+, N+, Security +
* Windows Server 2012, 2008, 2008 R2, 2003
* Microsoft Exchange 2007, 2010+
* Active Directory
* Network Administration
* Microsoft, Cisco, Adtran and Terminal Services
* Able to effectively communicate with users and vendors (written and verbal)
* Organized, detailed-oriented, dependable and flexible
* Ability to excel in a team-oriented, collaborative, and fast-paced environment
* Experience working for a VAR or IT Services firm (a plus)
* Background check and drug screen required

**Responsibilities Include:**

* Ability to manage, maintain, troubleshoot and support our users’ networks, equipment, software and services - Onsite and through use of remote tools
* Execution of IT projects, including server upgrades, migrations, software installs, and other network related services
* Accurate and timely documentation of all activities conducted

Qualified candidates please submit a current resume, along with salary history to ithr@prooncall.com

Benefits include group medical/dental insurance, paid vacation, holidays, personal & sick time and certification reimbursement. Our compensation plans are structured as salary plus bonuses or meeting utilization, compliance and customer service requirements, with initial compensation commensurate with relevant experience.