

**Job Title:** Network & Systems Engineer

**Department:** Engineering - Hardware & Networks

**Position Summary:**

We are seeking an experienced IT – Network & Systems Engineer to join our team. The Engineer will be responsible for designing, implementing, maintaining, and supporting our IT infrastructure projects. The ideal candidate should have a strong technical background, excellent problem-solving skills, and be able to work well in a team environment.

**Essential Duties and Responsibilities:**

- Windows and Mac OS Management and Troubleshooting: Maintain and troubleshoot Windows and Mac OS systems. Handle software installation, patching, and OS configuration.
- Desktop Support: Provide desktop support to end-users, resolving hardware and software issues.
- Hardware Troubleshooting: Diagnose and resolve hardware issues on laptops and devices.
- Switching and Routing: Possess knowledge of switching and routing, with a focus on Cisco technologies.
- Network Monitoring and Optimization: Utilize tools such as SolarWinds or Nagios to monitor and optimize network performance.
- LAN & WAN: Manage and maintain Local Area Networks (LAN) and Wide Area Networks (WAN).
- Asset Management: Keep track of IT assets, including hardware and software, ensuring proper inventory management.
- Communication: Effectively communicate with the US team and end-users to understand and address IT issues.
- Physical Networking: Understand physical networking, including cabling, labeling, and cable codes and wires.

## Skills and Qualifications:

- 2-4 years of experience in IT support and management.
- Strong knowledge of Windows and Mac OS management, including software installation, patching, and OS configuration.
- Experience with desktop support and hardware troubleshooting.
- Familiarity with switching and routing, with Cisco knowledge preferred.
- Proficiency in network monitoring and optimization tools like SolarWinds and Nagios is preferable.
- Asset management expertise.
- Strong ethics and reliability.
- Excellent communication skills for interactions with the Clients.
- Knowledge of physical networking, cabling, labeling, and cable codes and wires.
- Preferred Technology Skills:
  - Understanding of LAN and WAN setups.
  - Audit and compliance, including ISO implementation.
  - Automation skills in network, OS build, and security.
  - Experience with Wireless network setup and servers.
  - Firewall configuration and management.
  - Manageable switches at both Layer 2 and Layer 3.
  - Antivirus installation and troubleshooting.

