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Job Title: Network Solutions Engineer  
Reports to: PS Manager

Targeted Annual Earnings: \$100,000-\$120,000

### Job Mission

The Network Solutions Engineer leads the scoping, implementation, and overall coordination of IT implementation projects involving on-premise and cloud-based client-customer facing systems, in a manner that results in the expected successful outcomes for clients, coworkers, and 3<sup>rd</sup> party vendors. This position requires a highly motivated, highly technical person that is capable of self-leading the projects and delegating necessary tasks. The Network Solutions Engineer will also provide high level technical assistance to the service department as needed.

### Expected Outcomes

- 1) Client expectations are overly satisfied with project delivery under your management.
- 2) Client experiences minimal to no disruption to their businesses because of correctly scoped projects.
- 3) Timely communication with clients and the team throughout project delivery.
- 4) Projects are to be delivered on time, within budget, and without rework to maintain a profitable and efficient Professional Services department.
- 5) Cards project delivery processes are followed, maintained, refined, and improved by your contributions.
- 6) Checklists are maintained and utilized for delivery of scoped discoveries and project implementation.
- 7) Discoveries are to be completed on-time, within budget, and are accurate.
- 8) Smooth service transition of projects including documentation, checklists, and staff/user training.
- 9) Expert knowledge of the Cards Project Processes.
- 10) Efficient resolution of high-level escalated service issues.

### Who Do I Help?

#### Team:

- Direct team members to complete project tasks.
- Be a trusted advisor, coach, and mentor to others who may not be at your skill level.
- Help their managers develop them and define what good looks like.
- Instill company values.

#### Clients:

- Create strong relationships with clients through consistent project delivery by our company.
- Consistent communication through project delivery.
- Help create processes to help them improve their businesses.

#### Vendors:

- Earn certifications to help further the strength of our partnership with them.
- Advocate for their products and solutions to help increase sales.

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- Become an expert in their product and solutions to become the go-to resource for them.

#### Duties and Responsibilities:

- Design, and lead the implementation of the following:
  - WAN and LAN connectivity, routers, firewalls, and security.
  - On-premise, hosted and cloud solutions for customers using technologies that meet their requirements.
  - Microsoft Server related technologies: Microsoft365, Windows Server, Hyper V, SSL Certificates, User Profile Disks, SQL, etc.
  - Disaster recovery solutions.
  - Remote Access Solutions – BOVPN, Client VPN, RDS Farms, etc.
- IT support relating to high level issues with client environments or design related issues including:
  - Technical issues involving Microsoft's core business applications, operating systems, Microsoft365, server related technologies, as well as client line of business applications.
  - WAN and LAN connectivity, routers, firewalls, and security
  - DNS, Routing, and Layer 3 connectivity issues.
  - Disaster recovery solutions
  - Remote Access solution support: BOVPN, Client VPN, RDS Farms, etc.
  - Advanced end user administration and assistance.
- Design documentation for technical staff and end users.
- Document maintenance for all computer systems and network infrastructure.
- Finalize all generated documentation during projects.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, or agreed outages.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in the PSA tool as they occur.
- Enter work as charge codes, activities, or service tickets in the PSA tool.
- Understand processes in the PSA tool by completing assigned training materials.
- Attend staff meetings as required.



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### Knowledge, Skills, & Abilities Required

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, CCNA, etc.
- Proficient configuration and support knowledge of the Microsoft365 platform.
- Diagnosis skills of advanced technical or design related issues.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide IT services.
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals.
- Proficient with general office applications.
- Honesty – Having integrity, being honest, and forthright is a “pay to play” value.
- Team Player – Humble, Hungry, People Smart; build and encourage teamwork.
- Attention to Detail – Does not miss or overlook miniscule items.
- Accuracy – Good at data entry, having effective typing skills, and being correct and precise.
- Proactivity – Be forward-thinking, looking ahead, understanding how decisions impact the future.
- Aggressiveness – Determination, competitiveness, ambitious, resilient.
- Analytical Skills – Ability to collect and organize information and apply logical thought processes.
- Strong Customer Service Skills – Able to resolve problems quickly and in a friendly tone.
- Communication – Active listening, strong oral and writing capabilities, “people smart”.
- Efficiency – capable of producing desired results with little or no waste.
- Achievement – Attain all key performance indicators defined on the position scorecard.
  - Success: Earn bonuses for better than required performance.
  - Failure: 90-day performance improvement plan, followed by termination if not successful.
- Proficient with general business/office applications and IT industry software.
- Actively participates in company culture.

### Educational/Vocational/Previous Experience Recommendations:

- 3 Years of Help Desk Support experience, preferably within an MSP.
- 3 Years of IT Project Implementation experience, preferably within an MSP.
- BS/BA or industry certifications such as MCSE, CCNA, etc.

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*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*

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