



**Job Title:** Technical Support Engineer 2  
**Department:** Technical Support  
**Manager:** Director of Operations  
**FLSA Status:** Exempt  
**Last revision:** October 2011

## **GENERAL SUMMARY**

Working within the technical support team the primary function of this position is to provide support to GWI customers and the support team in all activities related to the network products that GWI delivers to our current and future customers.

## **PRINCIPLE DUTIES & RESPONSIBILITIES**

- Survey and/or certify customer WAN/LAN to design solutions using GWI and trusted vendor products.\*
- Gather technical specifications to support implementation of solutions.\*
- Support the following network products: VoIP Hosted Phone Service, Managed Network Unified Threat Management Solutions, Managed Virtual Private Network Solutions, Managed Local Area Network and Server Monitoring.\*
- Documentation of all related activities from assessment, implementation and continuing support.\*
- Communicate technical information, scenarios, benefits and limitations to customers in common language.\*
- Provide on-going support to customers of the mentioned products and cross train other support staff.\*
- Utilize GWI internal systems for customer relationship management and project management.
- Support product development team to create new solutions to our valued business and residential customers.\*
- Design, test, reproduce and document network scenarios in a lab environment.

## **SKILLS, KNOWLEDGE AND ABILITIES**

- Post-secondary degree in related field with at least four years experience working in a technical support environment; or equivalent combination of education and experience
- CompTIA Network+
- Cisco certification: combination of CCNA, CCDA, CCNP, CCNP Security, CCNP Voice
- Understanding of the OSI Model
- Ability to design, configure and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN.
- Ability to design, configure and troubleshoot Network Unified Threat Management technologies including: network fire-walling, network intrusion prevention and gateway antivirus, gateway anti-spam, VPN, content filtering, load balancing, data leak prevention and on-appliance reporting.
- Understanding of network security, recognition and mitigation of threats and vulnerabilities to networks
- Understanding of wireless networking concepts
- Understanding of Layer 2 and Layer 3 protocols.
- Detailed packet analysis
- Network Quality of Service
- Network monitoring technologies
- Voice over IP technologies
- Hardware experience in some of the following: Cisco, Juniper, Fortinet, Adtran, SonicWALL
- Ability to survey and consult on customer local area networks, wide area networks and network security.

## **WORKING CONDITIONS**

- Normal office environment with moderate exposure to noise, dust, temperature.
- Some local travel to customer premise, other GWI locations and product vendors. Must possess a valid driver's license.
- When required ability to lift up to 50 lbs.
- Position may require extensive use of telephone, keyboard and monitor to perform regular functions of the job.

## **REPORTING RELATIONSHIPS**

Reports to the Director of Operations

---

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

\*Statements marked with an asterisk are considered to be essential functions of the position according to the guidelines set forth in the Americans with Disabilities Act 1990.