Network / Systems Engineer

Michigan Broadband Services is looking for an experienced Systems Engineer to help expand and support our service provider networks and operations. The ideal candidate will be able to balance and prioritize day to day operations with immediate critical tasks. This position will directly assist the Network Operations Team with rapidly expanding our next generation networks, supporting deployed technology, and ensuring network availability meets company expectations. The ideal candidate will have the knowledge, experience, and confidence to work on enterprise class carrier networks that deliver Voice, Video, and Data services to residential and commercial customers throughout Michigan. As a key technical resource for Michigan Broadband Service Delivery, this position continually expand skill sets and certifications for the company, and help guide future service offerings.

Key Responsibilities

Perform and support business installations as assigned by the Delivery Service Coordinator
Assist IT vendors with transitions to Michigan Broadband products and services
Suggest changes to product portfolio installations based on customer needs
Design and deploy custom business installations
Perform various carrier network changes as designed by Director of IT
Monitor network performance and recommend design changes to ensure high availability
Maintain vendor relationships for Network Operation architecture
Assist with network operation projects to ensure service delivery in a timely manner
Quickly respond, diagnose and resolve service related issues
Continually develop and expand network security practices
Administer and maintain Windows based networks and server architectures
Continue and expand relevant technology knowledge and certifications

Required Skillsets

Network security best practice understanding
Ability to work under pressure in highly stressful situations
Strong understanding of network routing and switching infrastructures and hardware
Document and diagram all aspects of network deployments
Ability to quickly learn new or unfamiliar technology and products
Advanced understanding of various types of LANs, WANs, and VOIP technologies
Ability to work well independently and with a team
Attention to detail and communication

Desired Skillsets

Layer 4 MPLS or Service Provider switching
CCNA or equivalent certification
IPV6 understanding and deployment experience
High speed carrier circuit aggregation
Colocation and hosting center operation and management

Education / Experience

Bachelor's degree in Information Technology related field
Or
4+ years previous experience as network engineer or related position