**Entry Level Network Engineer – Managed Services**

Job Description

The Entry-level MSE will build technical fluency across one or more technical areas through hands-on experience, pursuit of vendor certifications, and through interactions with Senior Managed Services Engineers and other personnel at LookingPoint.

**ABOUT US**

We are a San Francisco Bay Area centric consulting company specializing in Unified Communications, Security, Routing/Switching, Wireless, and Data Center technologies. Our customers leverage our talent and expertise to support their staff. We are a fun group of systems and network engineers; our company culture is critical to our success.

The company environment is fast paced, fun and exciting. We are a growing company with a stable book of business, which has created many avenues for growth within our team. If you are the type of person that likes a challenge, loves learning new technologies and working with a myriad of customers, we have the dream job for you! If you would like to be a part of a team like this send us your resume, we would love to chat!

You may be a fit if you:

* Enjoy customer service. Customers ask for you by name
* Are driven to solve problems. You don’t stop until they are resolved
* Love delving into the unknown…and are excited to discover answers
* Enjoy sole ownership of an issue, but you know how to work in a team environment. You share your knowledge willingly with the team and are not afraid to ask for help when needed
* Are happy, motivated and enjoying life, even before you start working with us
* Willing to work shift hours if needed
* “Technical” is your middle name

**REQUIRED SKILLS:**

* Detail oriented and Customer focused
* Fast learner and a positive attitude
* Ability to communicate clearly and concisely, both verbally and written.
* Display willingness to help others, a pleasant personality, and a professional demeanor.
* Understanding/exposure to at least one of the following is a must.
  + Cisco networking (LAN, WAN and Security)
  + Cisco voice technologies
  + VPN Technologies (DMVPN, SSL & IPSEC)
  + Firewall Configuration Experience (ASA)
  + Datacenter technologies (virtualization, storage)

**ESSENTIAL FUNCTIONS**: *Include the following. Other duties may be assigned*

* Provide support for system and network issues. From requests for information, to configuration changes – you must take hold of an issue and drive it to resolution.
* Provide pro-active analysis by following (and suggesting improvements to) our pre-built procedures for customers – leading to improved uptime and performance.
* Review existing customer configurations and improve their use of technology.
* Learn and follow our processes for logging and tracking customer issues. You must do the work and document it.
* Participate in periodic on-call rotation.

**REQUIRED/ DESIRED EXPERIENCE**

* Already working toward a CCNA preferred, CCNA is a big plus
* Cisco Voice experience a big plus
* Consulting background or experience working with multiple customers is a plus

Compensation based on Certification and Experience

Job Type: Full Time