Job title	*Network/Software Engineer*
Reports to	*Technology Team Supervisor*

Job purpose

To install, service, and maintain various networking and software technologies with a strong focus in security (surveillance, VMS, access, etc.) and digital building technologies.

Duties and responsibilities

- Install new data technology such as routers, switches, servers, firewalls, software, and wireless access points
- Install software on servers pertaining to VMS, digital building, etc.
- Be an effective communicator to end users ensuring complex data technology is easy to use.
- Work together as a team with sales, project managers, dispatch, management, and other voice and data technicians/engineers to reach the common goal for the customer
- Work closely with customer IT team to ensure everything is working how they feel it should
- Upgrade, update, and backup all data equipment regularly and according to each customers maintenance contract
- Take initiative to continue training in all aspects of the job as time allows
- Assist fellow technicians and share your knowledge as needed

Qualifications

- 2 or 4 year college degree preferred
- Experience in Video Management Systems
- Technology savvy and ability to learn new technology quickly
- Ability to remain calm in stressful situations
- Great customer service skills
- Have a basic understanding of data cabling and connections including RJ-45, wall jacks, patch panels, and fiber
- Ability to climb ladders and lift heavy equipment (up to 50 pounds)
- Any certifications on data technology such as routers, switches, servers, firewalls, and wireless access points preferred
- At least 2 years working on data technology preferred
- CCNA, Network+, or similar preferred

Working conditions

You will be working in an office environment and at customer sites. Customer sites may be under construction or be fully furnished. Some work on nights and weekends will be required, due to after-hours cutovers, upgrades, or on-call support. Some travel will also be required for out of state customers.

Physical requirements

Ability to climb ladders and lift heavy equipment (up to 50 pounds)

Work Location: Matrix-NDI office and customer sites
Department: Operations
People Manager: No
Travel Required: 5%

☐ **Full-time, Salaried** ☒ **Full-time, Hourly**	☐ **Part-time**