



JOB TITLE

Network Consultant

SUMMARY

As a Network Consultant you are responsible for researching and investigating new technologies that will help us deliver world class service to our clients. Your passion for technology is balanced by your understanding of processes and procedures, and how they relate to small business. You will provide innovative solutions that showcase your strong knowledge of Microsoft products. You will plan, implement, and improve technical processes to improve service delivery. As part of the team, you will share and communicate ideas and knowledge to all members of our organization. An ideal candidate is looking for a career, not just a job. Travel throughout the St. Louis area is necessary to serve our client needs.

RESPONSIBILITIES

- Evaluate customer requirements and ensure implementation meets requirements
- Research and investigate technically sound solutions for business technology
- Determine the best solution based on issues and details provided by customers
- Maintain a high-level knowledge of network and voice technologies
- Provide outstanding customer service and a positive support experience by interfacing directly with clients on issues, communicating in a clear, concise manner
- Follow established processes and standards, identify and propose improvements as necessary
- Assist in developing technical documentation to improve training and service delivery
- Provide onsite client service
- Provide after hours and on-call support on a rotation basis
- Interface directly with various vendors on behalf of the client, providing collaborative troubleshooting leading to timely issue resolution
- Perform other duties as assigned

REQUIREMENTS

- 3-5 years industry experience, preferably in an IT consulting or managed services provider environment
- Experience working in a team environment



- Ability and comfort with working directly with clients
- Excellent documentation skills
- Ability to write technical processes and procedures
- MCSA or MCTS certification or higher preferred, Cisco CCNA certification is a plus
- License and own vehicle, willingness to travel within the St. Louis area

TECHNICAL SKILLS

- Experience with Microsoft Windows desktop OS 7/8/10, Mac OS, phone and tablet OS.
- Strong experience with Microsoft Windows Server 2012/2012/2019, and Office 365.
- Strong experience with virtualization technologies from VMWare and Microsoft Hyper-V
- Experience with Cloud Hosted environments like AWS EC2 and Azure
- Knowledge of networking equipment, including wireless, routing, switching, protocols, and monitoring
- Knowledge of remote monitoring and management tools
- Ability to read logs and event viewer, basic analysis of TCP/IP packet captures, and diagnose advanced problems
- Understanding of priority levels and escalation process
- Intimate knowledge of troubleshooting processes
- Strong documentation ethic
- Advanced disaster recovery knowledge
- Understanding of DNS and management of mail and validation records
- Active Directory and Group Policy application and design

PERSONAL SKILLS

- Excellent verbal and written communicator, clients need to love working with you!
- Ability to handle emergency situations in a calm fashion, and lead teams in such situations as needed
- Ability to remain flexible and effective under changing circumstances and expectations
- Efficiently manage multiple tasks in a team-oriented environment
- Exceptional problem solving and leadership abilities
- Strong attention to detail and deadline oriented
- Desire to learn and mentor

HOW TO APPLY

Visit [ATB-TECH.COM/CAREERS](https://atb-tech.com/careers) to apply online.



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