

Position Description

Title: Network Consultant – Pennsylvania Area
Organization: United Computer
Reports To: Director of Field Engineering
Supervises: Supervisory/Management
Job Status: **Exempt**

Basic Function:

Provide highly skilled support on desktop and network issues. Ability to independently install and manage complex operating systems and rollouts. Perform professional consulting activities drafting detailed project plans for the most technical projects run by United Computer. In a management role, provide assistance and insight to other technicians of the company. Bring constructive ideas for internal improvements and new products to the company.

Specific Responsibilities:

1. Provide skill, professionalism, and insight to all interaction with United Computer Clients.
2. Ability to solve the most complex technical problems.
3. Independently design and manage operating system rollouts and upgrades.
4. Lead/manage a team of technicians to complete technical projects.
5. Maintains detailed awareness and understanding regarding current software and technical procedures.
6. Ability to independently perform complex network functions.
7. Interfaces with third party vendors to assist with problem resolution.
8. Prepare detailed specifications for future client projects.
9. Support UCSS Remote Monitoring and support products.
10. Adhere to all United Computer internal policies and procedures.
11. Performs other duties as required by the Information Technology manager.
12. Works the required hours to complete assigned tasks.

Relationships and Contacts:

Effectively communicates and interacts with clients. Routinely conveys current status of projects both to the client and the Information Technology Manager. Communicates with third party vendors to expedite problem resolution for software and hardware issues. Notifies the Director of Field Engineering of issues and problems on a timely basis. Ensures that the change order process is followed when overages are required.

Special Skills :

1. Excellent analytical skills and consulting skills relating to technology. In-depth knowledge of Microsoft, VmWare, Voice over IP concepts, Cisco Products, Virus detection and Internet Security.
2. Ability to communicate effectively with UCSS clients and other internal technicians.
3. Ability to manage technical staff in a project setting.
4. Ability to meet and understand project deadlines and costs.

Education and Experience Requirements:

Specialized training in a diverse range of operating systems. Detailed knowledge of Cisco products, Internet security, and hardware issues. Position requires certain certifications in specific areas.

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