

Senior Cisco Engineer/Consultant

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi is a Cisco Premier Partner focusing on switching, routing, firewalls, security, wireless and IP telephony. The Senior Cisco Engineer will have responsibility to consult with customers to successfully delivery strategy, implementation and support as a part of the Professional Services/Engineering team. If you're an experienced engineer with a love of networking and Cisco technologies, we want to talk to you!

When you join the EDCi team, you'll receive many perks, including:

- Funded Training
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Casual Attire
- Work-Life Balance and Flexibility
- And many more!

Responsibilities

- Broad configuration and implementation experience with routing, switching, firewalls, VPN solutions and IP configuration
- Demonstrated, in-depth, WAN/LAN/MAN support and engineering experience
- Experience in supporting complex WAN/LAN/MAN networks in a large, enterprise environment
- Consulting with customers in Cisco solutions—leading Cisco workshops, advising on features/functions of solutions, eliciting requirements from customers, providing alternatives to customers within' Cisco and EDCi's solutions
- Knowledge, skills and experience with Cisco routing and switching hardware, software, protocols, etc.
- Working knowledge of structured cabling systems, network facilities, etc.
- Experience using packet / protocol analyzers to find and remedy application and network performance issues
- Work closely with the Project Manager and other implementation team members to deliver a solution
- Ability to work alone as an individual contributor or as a participant in a team environment
- Willingness to participate in rotating schedules and share on-call duties
- Establish and comply with best practice processes
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers
- Excellent interpersonal skills including: verbal communication, written communication, team focus/collaboration
- Ability to balance both support and project work; able to meet project milestones

- Proven ability to successfully deliver projects, meet project milestones and communicate issues/risks
- Write system documentation, operating procedures, administration procedures
- Willingness to acquire specialized technical certifications

Essential Skills & Qualifications

- BS preferred, Associate's degree in IT related field required
- CCNA or higher level certification preferred
- Cisco Security/ISE experience and CISSP is a plus
- 5 years of hands-on Cisco networking experience
- Excellent verbal and written communication skills
- Excellent client service attitude and team focus
- Willingness to travel to clients as the project requires
- Prior professional services/engineering experience preferred