



Enabling Excellence in Communication and Technology

Cisco Engineer - Security

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. We have an immediate opening for a Cisco Engineer with a focus on security. The Cisco Engineer will have responsibility to successfully deliver strategy, implementation, and support within the Professional Services Engineering team.

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

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental and vision insurance
- 401K match
- And much more!

Responsibilities:

- Broad configuration and implementation experience with Cisco routing, switching, firewalls, VPN solutions and IP configuration.
- Demonstrated, in-depth, WAN/LAN/MAN support and engineering experience.
- Working knowledge of structured cabling systems, network facilities, etc.
- Set up, configure, upgrade and test networking infrastructure such as switching, routers and firewalls.
- Implement standardized security infrastructure, tools, procedures and practices to protect customer systems.
- Participates in the creation, review and enforcement of security policy, procedures and system documentation.
- Maintains a fundamental knowledge of networking and security standards leveraged by EDCi.
- Work closely with Senior Engineers, Project Managers and other implementation team members to deliver a solution.
- Ability to balance both support and project work; able to meet project milestones.
- Ability to work alone as an individual contributor or as a participant in a team environment.



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- Establish and comply with best practice processes.
- Ability to operate with minimal supervision and effectively communicate with both internal and external customers.
- Willingness to participate in rotating schedules and share on-call duties.
- Willingness to acquire specialized technical certifications.
- Other duties as assigned.

Essential Skills & Qualifications

- Associate's degree in IT related field required.
- CCNA or higher-level certification preferred.
- Cisco Security/ISE Experience is a plus.
- Willingness to learn in a fast-paced environment.
- Strong work ethic.
- Self-starter that has good problem-solving skills.
- Excellent customer service attitude and team focus.
- Excellent verbal and written communication skills.