



## Job Description

**Job Title:** Network Consultant III  
**Department:** Technical Services  
**Supervisor:** Regional Technical Services Manager  
**Location:** Silverton, OR

### Summary

This person is responsible for providing quality technical services and technical assessments, consultation, and sales support to our clients and internal teams. The person(s) in this position provides Tier 2 and 3 support to our clients on support tickets and new consulting requests. Requests are assigned directly to them by Supervisor/Manager or through escalation from Tier 1 support staff.

This position may also be responsible for the overall management of a client's IT staff, overseeing day-to-day IT operations, coaches and guides IT staff, advises management on key IT decisions and provides overall program and project management for current IT projects.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- He/she works directly with the clients via phone, email, RMM system, TeamViewer and/or other available tools to remediate the request as soon as possible. He/She escalates issues to supervisor/manager level as needed.
- He/She works on projects for clients for new systems and services, as assigned by management and project managers including both remote and onsite work as required by the specific request.
- He/She may participate in daily system checks such as Client backup and system checks. Works with MTS vendors on escalations of service issues – IE: Labtech and/or Connectwise; Datto, Axcient, etc. He/She works on implementation projects of MTS supported services such as Office 365, Web Content Filtering, etc. Provides support to Cloud Services as requested and trained to do.
- Participates on special projects as requested including but not limited to researching new technologies, testing systems, providing training to other internal staff, presenting, etc.
- Provides support to Account Managers / Sales team on determining appropriate items to quote and network configurations for project requests.
- In the Consulting roll he/she provides recommendations to clients by researching, analyzing and assisting them in making decisions on purchases of Hardware (new and upgrades), software, and services such as internet & private connectivity lines. Works with Account Managers/Sales to obtain quotes for technology that meets their expectations and fits within their budget(s). Install, configure and maintain those solutions.
- Support a multitude of software applications including, but not limited to: Windows, Windows Server, Windows Exchange, QuickBooks, Microsoft Office, backup products (Backup Exec, Acronis, Axcient, Datto), ConnectWise and Labtech (Managed Service Providers software), etc.
- Estimate project costs and time requirements for established clients in conjunction with supervisor.
- Research software and hardware products in order to make recommendations for internal or external use and work with vendors for pricing and product information.



- Provide time and cost estimates to existing customers for requested changes and projects, new customers either directly or for an Account Executive.
- Expectation of being billable 75% of time – including Remote and Onsite support and Consulting time.

## Supervisory Responsibilities

This job has no supervisor responsibilities.

## Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

**Accountability** - Informs manager of progress of front desk work, taking ownership for mistakes and asks for help before issues arise.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

**Attendance and Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Business Acumen** - Understands business implications of decisions. Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

**Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

**Diversity** - Demonstrates knowledge of company policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

**Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Project Management**- Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team



above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills-** Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Visionary Leadership -** Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Written Communication -** Writes clearly and informatively; Able to read and interpret written information.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate technical information in a non-technical manner.
- Ability to lead a large implementation project
- Ability to work in a team environment
- Excellent technical problem solving skills to provide quality resolution
- Strong analytical skills: ability to analyze options/issues/problems and research, recommend and implement appropriate solutions, typically within a tight time frame and always within the customer's budget.

## Education and/or Experience

Three – five years related experience and/or training; or equivalent combination of education and experience.

- Strong experience in TCP/IP
- Proven Network and PC troubleshooting and administration experience
- Customer service experience
- Remote access, management, monitoring of networks
- Experience in Microsoft Operating systems, desktop applications and network hardware
- Experience in the installation and configuration of Microsoft server, W2K, TCP/IP and LAN/WAN equipment
- MCSE or MCP certification
- Active Directory and Group Policy Management and Troubleshooting
- Experience with Terminal Services
- Working knowledge of server hardware including RAID and out of band management
- Familiarity with networking routers, switches, and wireless
- Adept in DHCP, DNS, VLANs, VPNs, and other network fundamentals
- Familiarity remediating technical issues with various vendors such as ISPs, software/hardware manufacturers, etc.

## Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals.



Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **Computer Skills**

To perform this job successfully, an individual should have knowledge of Accounting software; Contact Management systems; Database software; Design software; Development software; Human Resource systems; Internet software; Inventory software; Manufacturing software; Order Processing systems; Payroll systems; Project Management software; Spreadsheet software and Word Processing software.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; risk of electrical shock; risk of radiation and vibration.

The noise level in the work environment is usually moderate.

## **Benefits**

Benefits include PTO, paid holidays, training, various health plans to choose from, dental, 401(k) with company match, FSA option, disability insurance, and paid life insurance.