



Company: Geckotech LLC
Title: Network Engineer

Be a part of an explosive growth opportunity with a 6 year old CLEC specializing in **Hosted VoIP** for business, which the Gartner Group terms "the fastest growing telco service in North America". Our company has grown consistently since inception and has recently been named to the **Inc 5000** list of the fastest growing private companies in America. This is possible only with a team of solid, energetic individuals looking for a fast-paced, high energy team environment with the energy of a start-up and an established customer base of satisfied customers.

Role Purpose

Geckotech is looking for a highly motivated Network Engineer who wants to be part of a dedicated customer service team. The Network Engineer is responsible for maintaining 100% uptime of our carrier routing, switching and application environment spanning multiple POPs across the country as well as adding capacity and designing and implementing new functionality/features as the company grows. The Network Engineer is also responsible for multi-site customer network design including failover, BGP, Firewall Management and QoS to support a converged voice and data environment. The Network Engineer will also assist in pre-sales network design for multi-site customers with advanced requirements.

Key Success Criteria

Client and Partner satisfaction, complex issue management and exceptional verbal and written communication with strong attention to deadlines and customer expectations. The Network Engineer will be accountable for several technical implementations and problem management for core infrastructure and customers with proven business knowledge and must be extremely organized. High level understanding of next generation voice and data technologies is required. He or she will also possess the ability to handle concurrent projects as well as a proven aptitude for telecom and data services.

Responsibilities Include:

- Strong demonstrated knowledge of Cisco routers, switches and firewalls, including CLI commands, IOS upgrades, and site to site VPN tunnels and troubleshooting.
- Handle tier 3 support calls during business hours; carry pager for off hour's emergencies.
- Complex network design and deployment and some pre-sales technical assistance
- Advanced understanding of networking & routing protocols. (EIGRP, BGP, HSRP, GLBP, MPLS & various QoS techniques)
- Ability to work flexible hours including night and weekends for required maintenance and testing.
- Monitoring systems such as MRTG, PRTG, What's Up, Solarwinds Orion & NCM, Cisco ACS.
- Ability to react quickly, concisely & professionally in a carrier setting.
- Advanced experience in network design, testing, troubleshooting and network deployment.
- Windows Server 2000 & 2003, SMTP, FTP, TFTP & DNS experience.

Education/ Work Experience

- BA/BS degree or equivalent work experience with a focus on Business Administration, Telecommunications and/or Technical Degree
- 3+ years working in a customer service organization
- 5 - 10 years working in a technical environment preferably telecom/ ISP
- Experience in Telecom/Data communications
- Cisco certifications are recommended.

Qualities, Abilities and Aptitudes

- Open and honest
- Customer Focused
- Strong networking and telecom knowledge
- Ability to grasp concept, processes and technical knowledge quickly
- Multi-task & make decisions under pressure
- Understand customer needs
- Exceptional time management skills
- Possess a positive attitude
- Build ongoing relationships

Applicants must have a valid driver's license. This is an office position in our downtown Chicago location. Geckotech is an equal opportunity employer. Full benefits include 401(k) with employer match, 100% paid healthcare with option dental and vision, 3 weeks paid time off, a dedication to continuing education and a guaranteed fun place to work. Salary is \$75k-\$90k DOE. Please visit <http://www.geckotechllc.com/careers> to apply online.