



## Network Solutions Engineer

Vicom - Virginia Integrated Communication – Virginia Beach, VA

**Department:** UCC/IT

**Reports to:** Director of UCC/IT – Virginia Beach/Richmond, VA

The Network Solutions Engineer contributes across the entire customer lifecycle, providing technical expertise during pre-sale design, presentation, and solution development, as well as post-sale deployment and advanced support. Working collaboratively with Account Managers and UCC/DATA/AV engineers, the role involves preparing technical materials, refining architectures, identifying required resources, and responding to customer inquiries. The engineer supports complex network infrastructure solutions including multi-region WAN, on-premise and cloud environments, IoT ecosystems, and key IT components such as firewalls, routing, switching, wireless, and virtual or physical servers along with vendor-specific technologies and UCC cloud platforms for voice, video, and collaboration. Responsibilities also extend to Microsoft systems, Office 365, and cybersecurity solutions for managed services customers.

Across all phases of engagement, the Network Solutions Engineer produces detailed technical documentation as required (e.g., structured cabling designs, MDF/IDF layouts, rack elevations, and full technical drawings), while also contributing to the integrity and ongoing design of internal network systems. Through a combination of remote tools and onsite work, the engineer ensures that approved solutions are effectively implemented, operate reliably, and continue to evolve to meet changing customer requirements.

**Employee Owned. Customer Focused.** Vicom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Vicom is 100% employee owned. Employees are empowered to act and think like owners because they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

### **Essential Duties and Responsibilities:**

These key duties and responsibilities support network solutions engineering needs and requirements for both pre-sale and post-sale activities.

- Design and deliver network infrastructure solutions that are technically sound, resilient, operationally supportable, and aligned with customer requirements.
- Perform analysis and provide recommendations on legacy network design, installation, and modernization opportunities.
- Assist in analyzing, evaluating, and recommending new network hardware, software, and communications technologies for applicability and compatibility.
- Design and support virtualization technologies such as VMware and Microsoft solutions, as well as disaster recovery solutions.
- Support structured cabling design including racks/MDFs, jacks, wall plates, cable trays, and related documentation.
- Conduct onsite visits, surveys, and in-depth discovery to evaluate, configure, support,

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and optimize moderately complex network hardware including switches, wireless controllers/access points, and firewalls.

- Perform site surveys and audits to ensure proper network specifications, environmental readiness, and compliance.
- Work with third-party hosted and cloud solution providers to confirm solutions meet customer needs and integration requirements.
- Maintain and develop collaborative relationships with key vendors and internal teams to support solution delivery.
- Provide technical evaluation and recommendations for WAN/LAN connectivity, routing, switching, firewalls, and cybersecurity-related configurations.
- Execute hands-on installation, configuration, staging, and deployment of network infrastructure based on approved design documents and implementation runbooks.
- Perform system migrations, software upgrades, configuration changes, and cutover activities following change-management processes and project timelines.
- Implement and validate security configurations including RADIUS/AAA, Active Directory integration, wireless security, firewall rules/policies, VPN/SSL remote access, IDS/IPS, and load balancing.
- Troubleshoot and resolve configuration, interoperability, and performance issues encountered during implementation or post-deployment stabilization.
- Create detailed as-built documentation, configuration files, diagrams, and change logs, and maintain internal processes and procedures.
- Provide knowledge transfer to customers and internal teams to ensure smooth handoff and operational readiness.
- Interface with other divisions to support integrated solutions involving voice, video, camera, security, and access control systems.
- Communicate with customers regarding project progress, incident updates, planned changes, and service impact to ensure high levels of satisfaction.
- Improve customer service perception and overall customer satisfaction through proactive communication and quality delivery.
- Demonstrate business awareness and an understanding of how IT solutions support customer strategies and goals.
- Research and articulate business benefits and ROI of proposed or implemented solutions, highlighting short-term and long-term value.
- Support team members during onsite deployments and ongoing configuration tasks across networking and system technologies.
- Ensure network infrastructure environments are delivered within scope, on schedule, and operational, applying project management discipline where required.

#### **Additional Duties and Responsibilities:**

- Serves as an escalation point for service desk tickets and project issues. Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages.
- Potential On-call responsibility after hours as a backup only when needed.
- Document maintenance for all computer systems and network infrastructure.
- IT Support relating to issues with external/internal systems and network infrastructure.
- Work in a team environment and independently while communicating effectively.



- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Document internal processes and procedures related to duties and responsibilities.
- Escalate service issues that cannot be completed within defined service levels.
- Responsible for entering time and expenses as they occur.
- Work via a daily schedule in that has been established through the dispatch process.
- Enter all work as service tickets into ticketing system.
- Review IT publications and online materials to remain up to date with current and future technologies emerging in the industry.
- Maintain current vendor certifications and obtain others as required.

**Knowledge, Skills, and/or Abilities Required:**

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.

- College degree preferred.
- 7-10 years of network system administration, project implementation and general IT experience
- Demonstrated experience in network infrastructure systems design, implementation, and support.
- Experience utilizing switching, wireless and firewall solutions from Extreme, Fortinet
- Extensive knowledge of wireless networking, firewall administration, VPN tunneling/remote access VPN.
- Advanced knowledge of network security and best practices.
- Applied technical knowledge of current network hardware protocols and standards such as: BGP, OSPF, EIGRP, SSL, IPSEC, TACACS+ and RADIUS.
- Professional IT Certifications, such as: Network+, Security+, CCNA/CCNP, Microsoft etc.
- Experience with Voice over IP with SIP AND SIP Trunking a plus.
- Applied technical knowledge of SD-Wan a plus.
- Interpersonal skills: such as telephone and written communication skills, active listening, and customer-care
- Strong troubleshooting skills at the system and component level
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key IT services for which support is being provided.
- Understanding of support tools, techniques, and how technology provides business services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.
- Good interpersonal and time management skills.
- Candidates must be able to work multiple shifts based on project deadlines.
- Have / maintain valid driver's license and approved / clean driving record.

*Excellent benefits package including health insurance, 401K savings and Employee Stock Ownership Plan.*

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