

SUMMARY Customer Service Engineer/Network Administrator, services an established customer base of mainly contract customers remotely and on the customer's site. The company's service territory is mainly comprised of companies inside the 495 belt-way. Responsibilities include troubleshooting Microsoft user problems at the helpdesk and onsite. The position requires installation, configuration and troubleshooting a suite of mainly Compaq/HP and Dell servers, desktops and network components related to the end-user customer environment. The Customer Service Engineer interacts directly with customer network administrators and end users of computers usually in a networked environment. The Customer Service Engineer maintains expertise in servers/storage systems and network hardware. Other supported products or related third-party products or technologies are a plus.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** The essential duties and responsibilities of the position include the following: Respond to service requests on a daily basis in an established customer base consisting primarily of Compaq, HP and Dell computers. Works with end-users to resolve their Microsoft user and email related issues. Installs, configures, tests and troubleshoots computer hardware, software, or network equipment. Maintain strong customer relationships as it pertains to service delivery. Look for opportunities to expand our service offerings or hardware sales to the customer. There are opportunities to work on customer projects related to network upgrades or installations. Research unique service problems, identify solutions and support their implementation. HUB Tech is a strong believer in providing training plans to give its service staff the tools they need to support their customers and grow their technical skills.

#### **QUALIFICATIONS**

- 1) Compaq/HP ACT, AIS, ASE, APS, CCNA or equivalent manufacturer's certification training preferred.
- 2) Understands computer operating systems (Windows and, or UNIX) Citrix is a plus but not necessary. Microsoft MCP is required and MCSA or MCSE track certification track is preferred. Network +, Server + considered.
- (3) Networking and Systems: knowledge and experience with TCP/IP, HTTP required. Knowledge of systems and network tuning; understanding and practical experience with networking environments, including routers, switches and firewalls preferred.

Please email or FAX resume, (no phone calls please)  
[career@hubtechnical.com](mailto:career@hubtechnical.com) or fax: 508-238-2923