

## ROCKFORD MUTUAL INSURANCE COMPANY

**JOB TITLE:** Technical Engineer

The Technical Engineer will be required to investigate complex problems to identify and resolve a wide range of items in support of the company's servers, storage, network and third-party providers. Candidates for this position must be able to install, test, configure Cisco switches, Intel servers, and other infrastructure related equipment/software along with troubleshooting issues that may occur. The Technical Engineer will also provide technical expertise to end-users regarding optimal set up for software, hardware and network usage.

### **EDUCATION / EXPERIENCE:**

Bachelor's degree in information technology, engineering or information systems related field.

### **POSITION REQUIREMENTS:**

- 4+ years of previous experience in network support, server support, and third-party services.
- Certifications relevant to server and network support.

### **PRIMARY RESPONSIBILITIES:**

Servers:

- Responsible in supporting all Intel server hardware components, operating systems, performance, system availability, patch management and security updates.
- Performs installation, configuration and upgrades to hardware and software running on enterprise class servers and Storage Area Network (SAN).
- Works in a high availability data center environment and in the areas of system backup, OS installation/upgrade, performance monitoring/tuning, security monitoring, file system space management, user technical support, general system trouble-shooting and infrastructure maintenance.
- Responsible for ensuring availability of production server environment in accordance with documented SLA's for clients.
- Works in a variety of critical enterprise platforms, applications and protocols including Windows Server, Active Directory, MS Exchange, VMWare, Citrix, TCP/IP, DHCP, DNS, VPS, SMTP and SNMP.
- Participates in efforts in the identification of system security issues, as well as the design and implementation of solutions.
- Configuration, and maintain enterprise class SAN environment.
- Performs required software maintenance, including installation and upgrades of products and patches, at both the system and applications level.

#### Network:

- Install, configure, troubleshoot, upgrade, and support an extensive Cisco LAN/WAN network infrastructure.
- Install, configure, troubleshoot, upgrade, and support threat prevention appliances.
- Install, configure, troubleshoot, upgrade and support servers/appliances that provide key network services including remote access VPN appliances, SecurID appliances, DNS/DHCP servers, SFTP servers, wan acceleration devices, etc.).
- Install, configure and support network management/monitoring solutions.
- Use packet capture tools (wired and wireless) to identify and resolve user or network communications issues.
- Provide daily monitoring/detection of potential threats and develop risk mitigation solution.
- Provide technical support and troubleshooting for network infrastructure and security issues.
- Work with users, clients, vendors, and ISPs to troubleshoot and resolve issues related to LAN/WAN communications, point-to-point links, site-to-site VPNS, Internet access, etc.
- Ensure the confidentiality, integrity and availability of the data residing on or transmitted to/from/through enterprise networks.
- Extensive working knowledge of IP networks, routing, layer 2 and layer 3 switching, routing protocols such as BGP or EIGRP, QOS, VPN technologies, VPLS and network protocols such as DHCP and DNS.
- Enterprise level experience configuring, managing and troubleshooting Cisco routers and switches (core/distribution and access), IOS firewall features, ASA appliances, wireless controllers and access points for LAN and WAN environments.
- Experience with remote access and multi-factor security technologies, such as SSL VPNs and RSA SecurID systems.
- Experience with network management software.

#### General:

- Performs primary system administration on network and servers as needed.
- Installs computer hardware, peripherals, media equipment, security cameras and application software for maintaining overall site operations.
- Uses established tracking system to log requests, monitors progress, track problem resolution, identifies patterns of failure, researches bug fixes, implements solutions, and communicates with manager regarding unresolved problems.
- Maintains manual and electronic documents, files and records (e.g. work order logs, inventory, etc.) for documenting activities, conveying information and/or providing an up-to-date reference and audit trail.
- Experience with malware remediation in complex environments.
- Experience with various compliance frameworks including PCI, HIPAA, SOX.
- Works with vendors to resolve hardware operating system issues, researches and tests possible solutions and implements solutions. Analyze bugs in networks and servers equipment and/or software, and implement a solution.

- Coordinates repair work schedules with site personnel for the purpose of minimizing disruption of services and/or inconvenience.
- Optimizes computer usage by researching and recommending enhancements to system capabilities and performance.
- Enforces the Company's user access and network security policy.
- Manage and maintain VoIP phone software and hardware.
- Keep up-to-date with emerging technologies.

Security:

- Proactively implement, update, maintain, manage, monitor, and support enterprise Security Tools with minimal direction.
- Act as the subject matter expert for key security tools, technologies and processes.
- Performs device configuration management activities on all security technologies.
- Provides support for critical intrusion or vulnerability detection tools.
- Actively protect the availability, confidentiality, and integrity of customer, employee, and business information.
- Participates in the Risk Assessment Program including identifying and scoring risk.
- Provides vulnerability and threat management monitoring and mitigation response.
- Participates in tactical and operational planning of vulnerability assessment activities.

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