

TECHNOLOGY ENGINEER II

Company Overview

Roku Management Consulting (RMC) is a premier consulting and general contracting firm specializing in personnel, professional, and information technology services. Founded by a service-disabled veteran with a mission to create opportunities and provide exceptional customer service, RMC has rapidly grown, securing several federal contracts within three years.

Job description

Under general supervision, performs a variety of engineering duties, including analysis, design and development, evaluation, specifications, procedures, troubleshooting, and documentation related to a specific engineering discipline. May be called upon to deliver presentations.

1. Support escalation and root cause analysis activities. Responsible for the support of the development of the Technical Requirements Document and a Detailed Design Document (DDD) for enterprise network solution architecture, consistent with the associated Functional Requirements Document and DDD, and any transition to Operations support.
1. Support of all updates to all documents when there is change in the transport design and/or technologies and collaborating with all stakeholders to test all related systems and processes to verify that the systems meet requirements and can host applications with no degradation to performance or security.
2. Preparation of test reports and Implementation Plans for each change impacting the WAN/LAN/MAN or cloud network environment.
3. Interface with customers to collect and clarify requirements.
4. Manage network communications testing, installation, and support for the MAN/WAN system.
5. Mentor and provide guidance to other networking team members.
6. Identify and diagnose problems affecting network performance using software and hardware tools.
7. Provide recommendations to enhance and improve network performance.
8. Troubleshoot network infrastructure systems as needed.
9. Perform system engineering design, integration, and implementation tasks and activities, including coordination of personnel, hardware, software, budget, facilities, and/or equipment.
10. Interface with vendors when necessary during outages or periods of degraded system performance.
11. Evaluate, design, document, install, implement, test, perform problem isolation and resolution, monitor, tune, and set standards.
12. Provides client consulting and training on the interfacing and use of the network facilities.

13. Researches, evaluates, and recommends new computer network equipment and technologies.
14. Utilizes monitoring, performance analysis, network management, software and hardware equipment to trouble shoot and isolate problems, gauge network performance, and trace data and protocol activity.
15. Provides internal consulting, technical guidance, information and support to application developers, computer operations, company management and departmental clients. Assists in internal training programs.
16. Must be able to work with minimal supervision and possess excellent written and verbal communication skills.
17. Provide for Tier III escalation support of CISA's Enterprise Wide Area Network Infrastructure.
18. Configure Cisco network routers, switches and wireless controllers for LAN/WAN connectivity.
19. Develop network designs and comprehensive site analysis.
20. Cisco Firewall design and configuration.
21. Root Cause Analysis support.
22. Troubleshoot, diagnose, investigate and resolve issues with network connectivity and latency.

Required Qualifications:

- Bachelor's degree in Computer Science, Engineering, IT Systems, or other related discipline.
- At least 5 years of network engineering experience of Medium to Large WAN network experience: functions and concepts of a wide area network, designing LAN/WAN's and network engineering.
- Experience with Cisco routing/switching configuration and troubleshooting to the CCNP level, Cisco NGFWs, Juniper Firewalls, and F5 Load Balancers.
- IP experience (to include sub-netting and routing), IPV4/IPV6
- Cisco Meraki Office Extend
- BGP experience required
- EIGRP and OSPF routing
- Cisco DMVPN concepts
- Next Hop Resolution Protocol (NHRP)
- Virtual Routing and Forwarding (VRF)
- Adept in using troubleshooting and performance management tools.
- **PREFERRED:** Active Secret security clearance at the time of hire and throughout the life of the contract.

Benefits

- Employer-provided paid Medical / Dental / Vision insurance.
- 401K plan.
- PTO
- 11 Federal Holiday