



Market: Hospitality Technology

Job Title: Level II Network Engineer

Job Type: Full-time

Department: Managed Services

Location: Ann Arbor, MI

Region: North America

Salary: Depending upon experience

Become part of our young, dynamic team providing top quality technical and customer service to hotels and their customers across the nation! Your opportunities for advancement expand with our growth. Using our proprietary applications you will monitor, fix and troubleshoot more than 700 networks with diverse complexities around the US. Our goal is 110% customer satisfaction and efficient problem resolution.

You will be responsible for assuring that our Service Level Agreements are respected and you may also be able to participate in deployment projects around the US (remotely / onsite).

The successful candidate will have:

Passion for customer support.

Excellent listening skills and excellent English communication skills – written and verbal.

Vast knowledge in networking; TCP/IP, Ethernet networks, DSL networks, Layer 2/3 devices (Cisco/HP), 802.11 a/b/g/n

Operating Systems (Windows, Linux, MAC).

Database engines (My SQL).

SMTP, Proxy, VPN tunnels, DNS, Firewall, Radius, SSH (protocol/service).

CCNA Certification or equivalent is required.

Flexible working hours; days, evenings, weekdays and/or weekends.

Aptitude for Multi tasking.

Please send your resume and cover letter to humanresources@ipanemasolutions.com