

## **Burgess Technology Services Job Description**

**JOB TITLE:** Network Engineer / System Administrator

**JOB DUTIES AND RESPONSIBILITIES:**

1. Handle network installation, maintenance and support, including server hardware and software infrastructure. Implement, maintain and monitor network security and provide secure remote access solutions. Provide remote/onsite technical support using advanced remote support tools.
2. Design, develop and configure networks. This includes installation and configuration of network hardware, software, peripherals, network wiring and router configuration design.
3. Maintain network infrastructure and perform analyses of network performance & security.
4. Handle DNS administration, implement and configure TCP/IP environments, and troubleshoot network problems.
5. Manage user accounts, permissions, email, anti-virus, anti-spam, network utilities, printing, and security. Resolve network problems related to traffic and usage patterns, and make technology recommendations.
6. Analyze and resolve faults, ranging from a major system crash to a forgotten password.
7. Undertake routine preventative measures.
8. Manage system back-up and restore protocol.
9. Perform troubleshooting and analyses of servers, workstations and associated systems.
10. Create and maintain appropriate documentation.
11. Document network problems and resolution for future reference.
12. Monitor system performance and implement performance tuning.
13. Identify sales opportunities and offer solutions.
14. Project a positive company image when dealing with any customer.
15. Keep up-to-date with new technologies and solutions.
16. Other duties as assigned.

**QUALIFICATIONS/EXPERIENCE:**

1. Minimum of Associates degree in related field or IT Certifications (A+/Net+, MCP/MCSA/MCSE and/or other IT certifications.)
2. Proficient with Microsoft Windows Server 2008/2012, Small Business Server, Exchange Server, VMware ESXi, Cisco, Routing, VPN's, and desktop operating systems.
3. Ability to analyze situations promptly and to determine the proper course of action, including a strong troubleshooting ability.
4. Ability to effectively prioritize and perform multiple tasks simultaneously.
5. Ability to deal courteously with customers.
6. At least 2 year's experience.
7. Excellent communication skills and customer services skills.
8. Must be able to climb stairs.
9. Must be able to lift 50 pounds.



10 oak grove avenue  
bath, maine 04530  
www.btsmaine.com  
800.498.8642 or 207.443.9554

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**OTHER REQUIREMENTS:**

1. Travel, primarily within Maine, will be required. Must have reliable transportation and a clean driving record.
2. Must be able to pass a background check required by Burgess Technology Services and any subsequent customer background checks that may be required.
3. Serving on duty rotation, including carrying and responding to off hours Pager on assigned weeks, will be required.

**Revised:** 2024