



## **Network Engineer**

### **Reports To**

Chief Information Officer (CIO)

### **Position Summary:**

Lowerys Network engineers are responsible for installing, maintaining and supporting computer communication networks within an organization or between organizations. Their goal is to ensure the smooth operation of communication networks in order to provide maximum performance and availability for their users, such as staff, clients, customers and suppliers.

Our Network engineers may work internally as part of the Lowerys IT support team or externally as part of the Lowerys IT networking consultancy firm working with a number of clients throughout the region of north western Ontario.

### **Core Competencies:**

- Customer Focus
- Communication
- Energy & Stress
- Mediating and Negotiating
- Problem Solving
- Adaptability/ Flexibility
- Result Focus
- Creative and Innovative Thinking
- Ethics and Integrity
- Accountability and Dependability
- Team Work

### **Responsibilities:**

- Install all new hardware, systems, and software for computer networks.
- Install, configure, and maintain network services, equipment and devices.
- Supports administration of servers and server clusters.
- Manages all system back-up and restore protocol.
- Plans and supports network and computing infrastructure.
- Perform troubleshooting analysis of servers, workstations and associated systems.
- Documents network problems and resolution for future reference.



## 1. Customer Focus

**Definition:** Ensures and maintains customer satisfaction with the product and services offered by the organization.

- Monitors system performance and implements performance tuning.
- Manage user accounts, permissions, email, anti-virus, anti-spam.
- Requires a thorough knowledge of networking essentials.
- Oversee software and network security.
- Strong analytical abilities and professional office experience needed.
- Able to work with other people.
- Able to work independently and without supervision.
- Be of high aptitude and keen on detail.

## Technical Skills and Requirements:

- Certifications: MCSE, MCITP:Enterprise
- Education: Bachelor's Degree in Computer Science, Information Technology or similar.
- Systems: Windows, Windows Server, Linux, Novell
- Networking: Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, DNS, UDP, VoIP, QoS
- Valid Ontario Driver's License & full time access to your own vehicle

## Work Conditions:

- Local travel is required
- Ability to attend and conduct presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Ability to work flexible hours

## Employment Statement:

Lowerys is committed to the principle of equity in employment. We welcome diversity and encourage applications from all qualified women and men, including persons with disabilities, members of visible minorities and Aboriginal People.

## 2. Communication

**Definition:** Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is delivered and understood, creating a positive first impression with confidence and respect.



## Key Actions

- Customer driven- is interested in the customer, greets them with a smile, makes eye contact, adapts pace and tone, is timely, observes customer to decide approach to use.
- Determines customer needs-asks open ended and probing questions, listens, allow customer to express themselves, confirms understanding, and uses positive body language.
- Presents solutions and any additional items or promotions of interest- shows possible solutions to customer's need, shows the added value of any up and cross selling opportunities.
- Overcomes or reduces objections- does not take no personally, clarifies objection and confirms understanding, maintains a positive tone and body language and suggests a new solution.
- Confirms satisfaction and exceed expectations- asks questions to ensure satisfaction level, gets customer's commitment to reduce returns or cancellations, thanks the customer.
- Uses **H.E.A.T.** method for dissatisfied customers- **H**ears them out: understands what they are upset about to accurately solve the issue; **E**mpathizes; does not need to agree with customer but is able to understand their feelings of frustration; **A**pologizes: they are sincere in their apology; **T**akes action: once the issue is clear, they take responsibility and find a solution by taking action.

## Key Actions

- Categorizes Communication-separates information by importance, message, audience, priority and logic.
- Listens- understands and learns from what others say.
- Reading and Comprehension- grasps the meaning of written information and applies it.
- Speaking- uses language that matches the message and the audience involved.
- Writing- conveys ideas and facts in writing using appropriate language the reader will understand.
- Is memorable- allows their personality to make an impression, says their name, is funny and personable.
- Maintains audience attention- engages the audience by using relevant information and varied tools such as voice inflection, body language, charts and analogies.
- Is receptive -ensures that they adjust solutions to the audience keeping in mind their sensitivity ("suggest blowing out the dust").
- Verifies understanding- makes certain that the message is understood by asking for paraphrasing and examples.
- Uses positive feedback- ensures that feedback is received constantly to set expectations and create friendly team competition.
- Speaks confidently- knows the product, service and company so they speak with confidence.
- Boosts self esteem- is able to motivate consistently with specific feedback.



### 3. Energy & Stress

**Definition:** Consistently demonstrates high level of drive, infectious to the surrounding environment. Preserves effectiveness, drive and focus for extended periods of time, while maintaining composure in highly stressful or adverse situations.

#### Key Actions

- Maintains effectiveness- ability to have remained accurate even after long hours on the job.
- Maintains stamina- continue to hold a high energy attitude even after long hours of the job.
- Keeps up motivation- spark energy in the surrounding environment, maintaining a positive outlook.
- Completes high volumes of work- keeping a rapid pace without sacrificing accuracy.
- Handles high workloads, competing demands, vague assignments, interruptions, and distractions with poise and ease.
- Remains steady or thrives under pressure, using it to fuel productivity and efficiency.
- Stays calm and maintains focus in turbulent, threatening, or emergency situations. Makes rational decisions and continues to perform effectively.
- Provides direction in crisis situations. Defuses potentially violent people or situations, calming others and removing them from harm.

### 4. Team Work

**Definition:** Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives. Enables cooperative and productive group interactions.

#### Key Actions

- Model commitment- Leads by example and sets standards for professional behaviour.
- Knows and supports teammates' work and deliverables- Helps teammates who need or ask for support or assistance.
- Work as a team- Ensures joint ownership of goal setting, commitments, and accomplishments. Involves everyone on the team.
- Establishes a team like mentality, through sharing information or expertise, working together to solve problems, and putting team success first. Encouraging team unity through sharing of information and expertise.
- Assists with goal attainment- ensure that they are the catalyst for planning the goals.
- Does not take no personally- understands that a team mentality is not fool proof and that sometimes the pieces will not match, highlights the positives to move along.
- Inspires- is able to inspire and motivate others to voluntarily follow direction, pursue and achieve goals, and adopt new positions and opinions.
- Addresses issues openly- sets standards for professional behaviour and helps those in need of assistance regardless of position.



- Joint ownership of goals- commitments and accomplishments involve everyone on the team.
- Prepares for group meetings by identifying the key issues, goals, and stakeholder expectations. Identifies resources that are most likely to help the group with its task. Clarifies the agenda and objectives, and allocates time for topics.
- Leads the group in its initial stages, outlining issues, communicating direction and desired outcomes, and helps participants understand their tasks, roles, and contributions to the process.
- Engages all members in the discussion. Builds on the ideas of contributors, while ensuring other members are not overwhelmed or discouraged from giving input.
- Sees when the group is off-track and redirects the conversation toward productive channels.
- Guides the discussion of complex or divisive issues to help members develop insights and remain engaged with the task. Judges when issues cannot be resolved in the group, and re-focuses the dialogue on the essential goals.
- Allows ownership of the process by group members. Highlights group successes, and builds a sense of shared accomplishment. Reinforces success by becoming an advocate for the group's decisions.

## 5. Adaptability/ Flexibility

**Definition:** Maintains accuracy, positive attitude and an open mind in the event of changes in business needs, conditions or

## 6. Creative and Innovative Thinking

**Definition:** Develops fresh ideas that provide solutions to all types of workplace challenges.



work responsibilities.

### **Key Actions**

- Responds well to change- able to accept change, with a positive attitude, as a natural occurrence of any business.
- Approaches issues and obstacles with an open mind- is able to discover creative solutions to issues and obstacles.
- Adapts approach- changes methods to achieve solutions and results in dynamic situations.
- Adjusts behaviour as needed- able to change behaviour tactic and approach based on the environment and individual.
- Recovers quickly from setbacks- finds alternative ways to reach goals when obstacles are present.

### **7. Problem Solving**

**Definition:** Resolves difficult and complicated challenges.

### **Key Actions**

- Frames problems before trying to solve them- breaks down issues, identifies all of their facets, including hidden or tricky aspects.
- Shows insight about cause of problems- generates a range of solutions and courses of actions with benefits, costs and risks associated with each.
- Uses all sources available- considers all the resources available to pursue a solution, including asking for help,

### **Key Actions**

- Has unique approaches to challenges- develops new ideas- sees old problems in new ways.
- Connects ideas- connects ideas, events and circumstances to find global solutions to individual problems.
- Sees opportunities- generates ideas by seeing the bigger picture.
- Thinks in terms of outcome- is not just reactive, and quick but finds ways to turn the ideal into reality.

### **8. Result Focus**

**Definition:** Focuses on desired outcomes and how to best achieve them. Gets the job done.

### **Key Actions**

- Sets goals- challenges themselves setting high expectations and pushes towards attaining milestones.
- Looks for opportunities- wants to help move projects along, volunteers their help.
- Moves to action- knows when analysis and conversation have served their purpose and starts to "do".
- Is persistent- responds well to setbacks and in face of difficulty continues to search for solutions and



seeking advice and using other's good ideas.

- Evaluates solutions- is able to select the best solution from all the ones available considering consequences, looking beyond the obvious, then evaluates after implementation to determine worth and impact.
- Addresses issues openly- sets standards for professional behaviour and helps those in need of assistance regardless of position.

## 9. Accountability and Dependability

**Definition:** Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

### Key Actions

- Attendance- maintains perfect attendance, following standards, policies and procedures including productivity standards, deadlines and work schedules.
- Stays focused- can continue to be productive regardless of interruptions and distractions.
- Maximizes time- is able to use time available to deliver quality work.
- Takes responsibility- does not make excuses for errors or problems, acknowledges and corrects mistakes. Does not diffuse blame and faces problems quickly and directly.

results.

- Willingly puts in extra time and effort in crisis situations; goes the "extra mile" to ensure the goal is met.

## 10. Ethics and Integrity

**Definition:** Earns others' trust and respect through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations

### Key Actions

- Shows respect- ensuring communication and actions are always professional.
- Maintains confidentiality- at all times ensures that information available remains confidential.
- Is honest- straightforward, communicates in a timely fashion while maintaining people's self esteem.
- Honours commitments- ensures commitments are realistic and carried through. Says what they mean and means what they say.
- Avoids situations that could be considered a conflict of interest.
- Adheres to a set of core values that match those of the organization.
- Is impartial- shows objectivity in decisions and actions.
- Strives to understand the data, the people, and their views before making



- decisions and taking action.
- Works through difficult or awkward interpersonal situations in a positive manner. Broaches sensitive issues ways that allows rational and open discussion.
- Focuses on issues and interests instead of people or positions, even when personally attacked.
- Delivers tough messages with sensitivity to minimize the negative impact on others; critiques constructively.
- Thoughtfully intervenes in conflicts to improve communication, diffuse tension, and resolve problems. Seeks to find common ground and preserve relationships.

## 11. Mediating and Negotiating

**Definition:** Helps others resolve complex or sensitive disagreements and conflicts. Reaches deals and compromises.

### Key Actions

- Maintains an objective, neutral stance. Shows respect for the needs and perspectives of all sides in the dispute.
- Clarifies the issues, interests, and objectives of each party. Helps parties see things from each others' perspectives.
- Recognizes when parties have become more willing to compromise. Helps others find common ground and viable solutions that meet their needs.
- Sees when parties are so entrenched that the mediation process is not progressing. Seeks additional resources or moves to a different strategy for resolving the issues.
- Presents interests in ways that



- foster the understanding and resolution of problems. Seeks to understand others' interests.
- Gains other parties' trust by being honest, respectful, and sensitive to their needs. Knows when to be gentle and when to be assertive, and acts accordingly. Avoids ultimatums.
  - Questions and counters others' proposals without damaging relationships. Explains ideas or positions that gain acceptance or agreement. Works from facts and a strong knowledge base.
  - Remains open to many approaches to address needs or resolve issues. Seeks suggestions from other parties.
  - Seeks common interests and win/win solutions or mutually agreeable trade-offs.