JOB POSTING

About Us

Harbor Networks is a Northeast-based communications systems integrator and managed solutions provider. We provide business consultation services for voice and data communications technologies. We partner with resellers and solutions providers worldwide and have established a footprint in national and international theatres, with customers in 46 states and 15 countries. Our Service Operations Center provides management services to all our customers from a central facility in Framingham, Mass. Over the years, our primary engine for growth has been referrals from our customers.

Mission Statement

Our mission is to forge long-term business partnerships with our customers by providing excellent, leading edge, tailored data and voice solutions and services.

Position: Software Services Engineer

- Reports to Paul Pacheco as a member of our Field Services Team.

  The core responsibility for the Software Services Engineer is to upgrade our voice and data clients who are part of our Software Management managed service program. Each customer's hardware and software have a scheduled review by the SSE Team, who are responsible to advise, design, provide a Statement of Work, and execute each upgrade.

  Our Managed Service Solutions are driven by the value HNI can bring to each client. The SSE ensures operational value is delivered over the lifecycle of each agreement by keeping each technology up-to-date and supportable. This role is critical to the success of our Managed Service program and our ability to support clients efficiently.

Education and Skillsets:

- College level degree or equivalent schooling
- Fluency with Microsoft programs, CRM, and other related software
- Excellent communication skills – written and oral
- IT experience with practical knowledge of VoIP

Preferred Experience:

- Understanding and troubleshooting of networking, switching, Microsoft Server OS, Routers, QoS, and LAN/WAN technologies
- Project Management
- Certifications with Mitel/ShoreTel or similar telecommunications equipment providers
- Relevant technical certifications

Responsibilities:

- Work with each client to define project scope, goals, and timelines
- Create project documentation – Statements of Work, Project Plans, technical cut-sheets, etc.
- Oversight of other aspects for the upgrade, including adds and changes to the technologies
- Build new VM Host Servers (or physical servers) and import/build new server images
- Migrate to new Server Images and upgrade Server software and/or component firmware.
- Delegate tasks and communicate best practices to customer and internal team
- Scheduling
- Log time and notes specific to each project.
- Upkeep of HNI critical support configurations related to each client
- Work with Client Services Team to help set expectations during the review and/or Sales process
- Maintain current certifications in HNI product lines

Working Environment:

- Work time is usually split between the Framingham MA office, the field, and remote office
- Travel may be required for the purpose of meeting with clients, training and/or offsite personnel management
- Ability to setup your own schedule
- After Hours work will be required to perform Migrations/Upgrades during acceptable maintenance windows.
- Part of on-call rotation

This position includes salary, and benefits including Medical, Dental, Long Term Disability, 401K plans and HSA/FSA.

Contact:

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