



Position Title: Network Analyst II

Position Summary

This position may be assigned to any Operations technical team, working directly with customers to provide day-to-day network administration and troubleshooting support. This position will also participate in other areas and projects, such as circuit activations, managed services on-boarding, and performing configurations, installations, and upgrades on customer contracts.

Job Responsibilities:

- **Provide Tier II Level Technical Support**
 - Provide Tier II level support for internal and customer technical issues
 - Ensure incidents and problems are appropriately resolved or escalated to Tier III
 - Implement and support current and future Managed Services contract obligations within stated SLA's
 - Analyze error logs, system generated errors and system activity and submit feature requests for enhancements to make support more efficient and productive
 - Assist with maintenance of off the shelf monitoring software and databases
- **Provide Outstanding Services to Meriplex Customers**
 - Ensure circuits are activated on time, are stable, and added to monitoring system
 - Customer site installation of routers, switches, and telephony devices.
 - Integration of existing PSTN handoffs to customer UC environment
 - Train customers on standard features and use of installed Meriplex services
- **Prepare and Maintain Accurate Technical Documentation**
 - Prepare or update customer documentation
 - Maintain accurate information within ConnectWise Configuration Tabs
 - Assist with disconnect process to ensure IP address, license, keys, client accounts are removed
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Required Qualifications:

- Minimum two years hands on experience with route/switch, voice collaboration.
- Experience with wireless or security desired, not required.
- Able to learn and adapt to new technologies
- Thorough understanding of telecommunications theory and voice communications
- Able to work within a customer oriented, positive team environment
- Strong interpersonal, oral, visual, and written communication skills for communications to technical and non-technical staff

Education: Bachelor's Degree in Computer Science or equivalent preferred

Certifications: CCNA required; CCNA-Voice/Collaboration, CCNA-Wireless, CCNA-Security preferred

Work Schedule/Travel

Standard Meriplex business hours of 8:00 AM to 5:00 PM with the ability to have a flexible schedule due to work volume and deadlines are a must. Ability to travel up to 15% may be required based on customer requirements.

Meriplex Communications, LTD.
Houston, TX

November 17, 2014
REV: September 25, 2015 SHK
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About Meriplex:

Meriplex Communications embraces a profound culture that demands quality, excellence, and reliable cost effective solutions for our clients. Confident in the knowledge that people buy from people, not companies, Meriplex focuses every day on the customers' business requirements. Our success can be directly attributed to our employees demonstrating positive, solution-oriented attitudes with attention to customer service and satisfaction. Meriplex Communications services enterprise businesses around the globe.

Interested applicants please send a resume to careers@meriplex.com