# Network Systems Engineer II

Fulltime | Kennesaw, United States
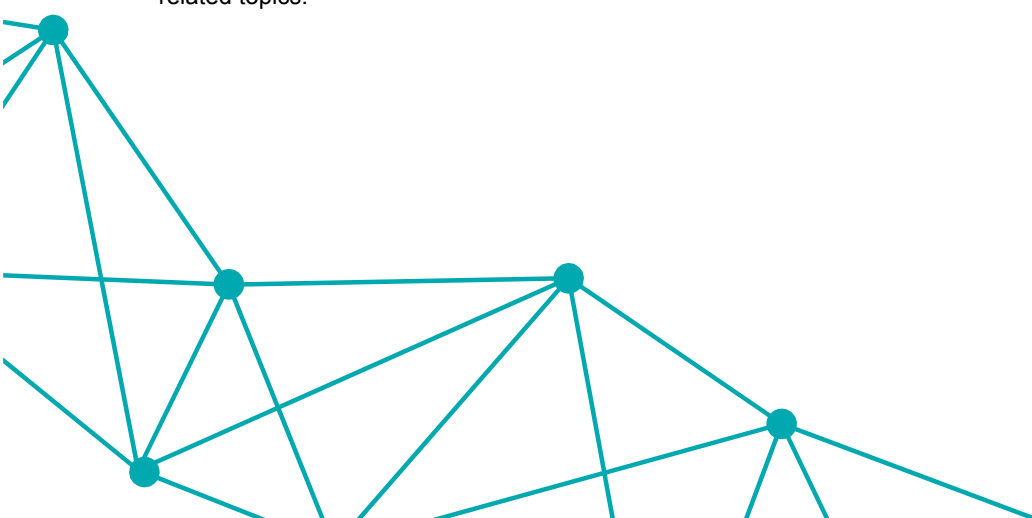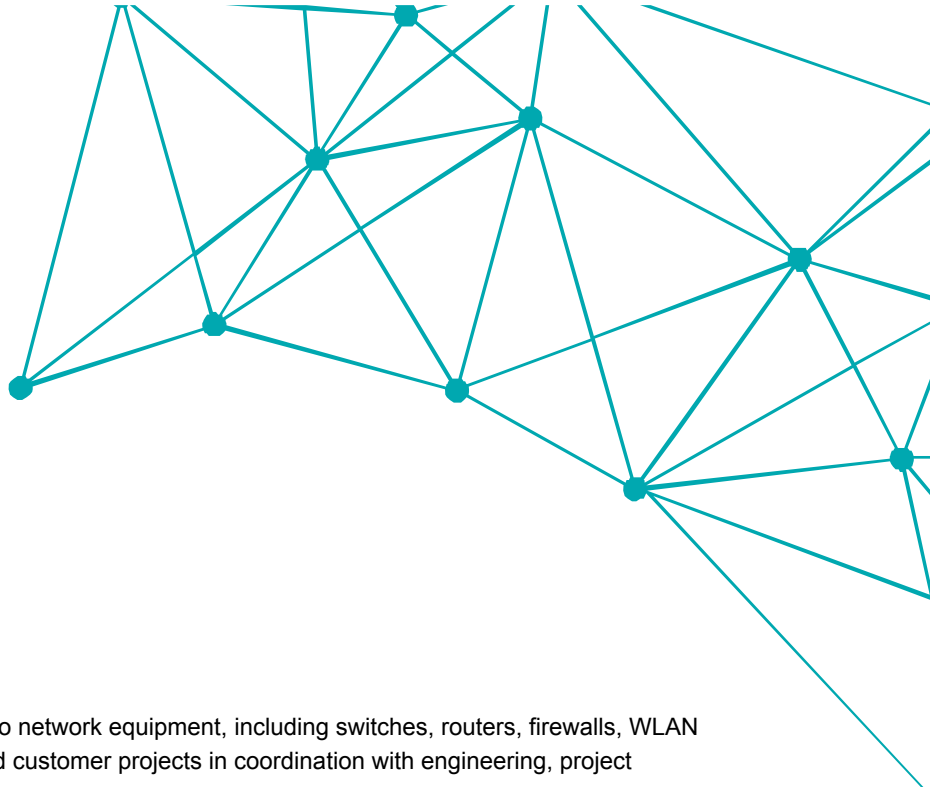
## WHO WE ARE

At KNAPP (pronounced K-NAP, not Nap!), we "Make Complexity Simple" by offering intelligent solutions for digitizing and automating everything from production and distribution to the last mile and stores. We are the customer's value tech chain partner, which means partnering with the customer to create the most value within each link in their supply chain. Leveraging the latest software, AI and Robotics technology, we continue to disrupt the logistics automation industry for the world's industry leaders in grocery, healthcare, retail, e-commerce, apparel & manufacturing.We are a global company with our US headquarters located just North of Atlanta in Kennesaw, GA. KNAPP specializes in automated solutions for both WMS (Warehouse Management Systems) and WCS (Warehouse Control Systems) for B2B (Business to Business) and B2C (Business to Consumer) customers. We are a growing company of over 7,200 employees worldwide and in over 50 countries that is privately held, with 7% of our revenue reinvested in R&D, ensuring a strong and vibrant future! Join us and see how you can help change the world! For more information, visit www.knapp.com..

## WHAT YOU GET TO DO

The purpose of this role is to own all IT processes for customer projects. This includes scheduling of hardware installations, tracking project milestones, and troubleshooting IT problems as they arise.

The holder of this position ensures that all tasks and job duties are completed timely and as scheduled to achieve a successful startup and an operational system at the customer site. This position offers a flexible schedule within defined processes and deadlines and requires coordi- nation with other departments regarding IT including network related topics.
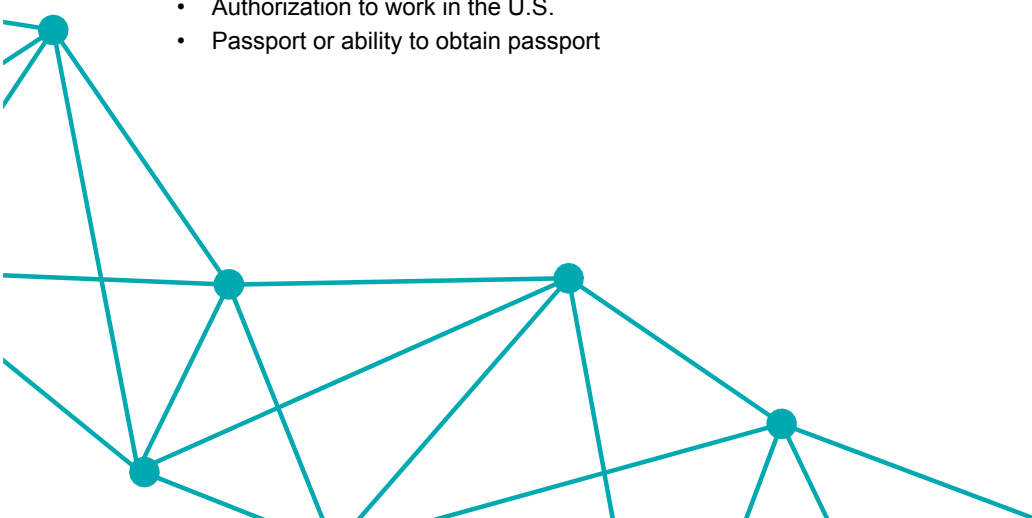
Essential Functions and Responsibilities:

- Provide support and guidance as related to network equipment, including switches, routers, firewalls, WLAN controllers, and access points on assigned customer projects in coordination with engineering, project management and customer
- Travel to customer sites to install and configure server and network infrastructure com- ponents for the integration of Knapp products
- Collaborate with Security team and other IT staff as necessary to implement, update and test ongoing security improvements, including regular and timely system patches, security patches, and other application updates as necessary to all network infrastruc- ture
- Keep current with new software and hardware technologies that are being deployed at the company and provide expert assistance to Software Commissioning Engineers, re- motely and/or at the installation sites
- Create and maintain documentation on hardware, software, configuration details, and procedures
- Prepare and perform customer trainings at installation sites
- Perform system monitoring, verifying the integrity, performance, and availability of all hardware, wired, and wireless connections, reviewing device and application logs, and verifying completion of scheduled jobs such as configuration backups
- In case of complex IT errors, support Knapp's internal helpdesk with analysis and long-term troubleshooting

WHAT YOU HAVE

- Broad base of knowledge and skills in network technology required
- Experience with Linux required
- Solid knowledge of network technology required, including routing, switching, NAT, VPN
- Bachelor's Degree in related technical discipline from an accredited institution desired
- Cisco, Microsoft, CompTIA, or other certifications desired

Working Conditions and Environment:

- Travel up to 50% is required
- Ability to travel by air domestically (U.S.) and internationally (primarily, Austria, other parts of Europe, and Canada)
- Authorization to work in the U.S.
- Passport or ability to obtain passport

- Professional office etiquette is required at all times
- Physical requirements may include: sitting for extended periods of time, standing, walking, climbing a ladder, speaking, visual acuity, finger dexterity, listening, reaching at arm's length, and lifting up to 50 pounds

WHAT YOU WILL GET

- 2 remote days per week
- Half day Fridays
- A beautiful new, state-of-the-art, office complex in Kennesaw, GA
- Industry competitive compensation
- Great benefits with better than average employer contributions, including health, dental, vision, life insurance, Flexible Spending Accounts, Short & Long Term Disability and more!
- 401k with a very generous employer match and no vesting!
- Paid Vacation & Holidays
- Profit Sharing
- Paid Parental Leave
- Subsidized Daycare
- Tuition Reimbursement
- Pet Insurance
- Subsidized food delivery
- Monthly celebrations
- Quarterly employee events
- Corporate Social Responsibility including recycling, sustainability and volunteering

KNAPP is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, age, national origin, veteran, disability status or any other basis protected by law.

Due to the safety-sensitive nature of this position, strict adherence to KNAPP's drug-free workplace policy is required.  All candidates will be subject to drug-screening in accordance with the policy and will be expected to remain drug-free during their employment. There will be no exception if recreational or medical use of marijuana is permitted in the location of employment and/or residence or if use of marijuana is only during "off-hours."

Applications via
knapp.com/en/career