



Sr. Network Engineer / Ransomware Recovery Technical Lead (MSP)

Alvaka Networks is seeking to hire a Ransomware Recovery Technical Lead who wants to make a difference in the lives of desperate victims of ransomware and other cyber security breaches. This job is not for everyone. As such our ideal candidate must exhibit all of the following traits:

The ideal candidate:

- Is passionate about getting recovery done on a deadline and in a way that brings comfort to victims that are in a state of deep despair.
- Knows these events arrive unannounced and unexpected, as our opportunity is someone else's tragedy that requires immediate response.
- Is willing to work on a slower work schedule between recoveries, but can and will drop all other obligations immediately upon notice of engagement with a new emergency.
- Will at times work uninterrupted shifts of 20+ hours and perhaps crazy exhausting hours for days after the initial call.
- Understands that competency and a good bedside manner is always essential, even in highly stressful situations.
- Is willing to make sacrifices in his or her personal schedule, understanding that a business and the lives of their owners, employees, customers, vendors and their families, all hang in the balance of a successful and timely recovery.

Our clients are typically small to mid-size enterprises with user counts from 100 to 2,000, but some can be as small as 30 users, others can be over 40,000 users with locations all over the US and the globe. Generally, travel to customer sites is not required, but can be required on occasion.

Our clients need professionals who can help them identify the threat affecting them, come up with a recovery plan or work the plan developed in cooperation with peer professionals on the job. In a fluid and constantly changing recovery landscape, you need to be able to recognize what is happening, bring the situation to attention of the stakeholders, hear their concerns and feedback and then recalibrate the plan and execute to successful completion. Sometimes you will work as part of a fast-acting well-organized team, other times you will need to be highly self-directed and confident in working alone. As the recovery progresses, the ideal candidate will debrief all the stakeholders about the successes and problems within the recovery and then identify the next action items.

Alvaka Networks is an award-winning IT Service Provider. For 38 years, we have lead the industry in supporting advanced technology and delivering excellent customer service. We are growing and need engineering professionals to continue our growth. Above all, we are looking for team



players who are committed to being the best in the business. Our Ransomware Recovery Technical Leads are strong in emerging and mature networking technologies.

In addition to strong technical aptitude and hardcore experience in the trenches, you should be:

- A powerful communicator who performs well under pressure
- Punctual, professional, and experienced at engaging with clients
- Skilled at conducting client and project briefings
- Able to solve problems and perform integration in heterogeneous technical environments
- A strategic thinker who can assess a client's situation and create a strategic roadmap that will enable the customer meet their near, mid and long-term business goals.

Required Skills and Background Experience

Architect skill level on a few with Tier 3 skill on most others.

Infrastructure

- Microsoft Operating Systems – All desktop and server versions
- SAN/Storage such as Dell, NetApp, EMC
- Data Backup and Recovery, Data Replication, Data Archival.
- Hypervisor technologies (VMWare, Microsoft Hyper-V) implemented on both Traditional and Hyperconverged Infrastructures
- Networking – TCP/IP, Routing Protocols, DHCP, VLANs, VPN, DNS, SD-WAN.
- Firewall Technologies –Checkpoint, Cisco, Fortinet, Juniper, Palo Alto, SonicWALL
- Wireless Technologies
- Multi Factor Authentication

Systems

- Microsoft Platform Systems –Active Directory, IIS, Exchange, SQL, SharePoint, RDS/Terminal Services and SCCM.
- Azure and Microsoft Office 365 conversions from on-premise to cloud and supporting cloud and hybrid-cloud instances.
- Working Knowledge of PowerShell Scripting

Management Frameworks

- Project Management
- ITIL



The following certifications are preferred: VMWare, MCSA/MSCE, CCNA/CCDA, CISSP, ITIL, Project+, Network+, A+

Job Type: Full-time

Pay: \$90,000.00 - \$120,000.00 per year

Benefits:

- 401(k)
- Health insurance
- Paid time off

Schedule:

- Holidays
- Monday to Friday
- On call
- Overtime

Supplemental Pay: Commission pay

COVID-19 Considerations:

Employees are able to work from home. In most cases customer site visits are highly discouraged and is usually only allowed when system repairs that require hands on access is needed. Masks, gloves, hand sanitizer for employees are provided.

Education: High school or equivalent (Preferred). Open to applicants who do not have a college diploma.



Experience:

- Microsoft Server 20xx: 5 years (Required)
- LAN/WAN: 5 years (Required)
- Hypervisor (VMWare/HyperV): 5 years (Required)
- Working for an MSP: 2 years (Preferred)
- Network security: 5 years (Preferred)

License/Certification:

- CCNA (Preferred)
- MCSE (Preferred)

Work Location: Multiple locations

Visa Sponsorship Potentially Available: Not providing sponsorship for this job

Company's Website: www.alvaka.net

Benefit Conditions:

- Waiting period may apply
- Only full-time employees eligible

Work Remotely: Yes

COVID-19 Precaution(s):

- Remote interview process
- Temperature screenings
- Social distancing guidelines in place
- Virtual meetings