

# Cisco Systems Engineer Job Description

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- Provide technical support and troubleshooting for the network devices in a customer's environment
- Install, configure, maintain, and repair networking equipment such as routers, switches, firewalls, IP phones, etc.
- Perform hardware diagnostics to identify and resolve problems with network components
- Identify potential issues that may arise from configuration changes or upgrades and recommend solutions
- Create documentation of all aspects of the network infrastructure including design documents, installation guides, user manuals, etc.
- Maintain inventory records on all network assets
- Troubleshoot connectivity problems between network devices
- Perform routine maintenance tasks such as patching operating systems, monitoring performance, and ensuring security settings are current
- Provide assistance to customers who have questions about their networks
- Check network configurations against published standards
- Assist in training other employees on new products and services.