



Network Engineer – US Region

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Reports to: Technical Support Manager

Location: On Site

Working Hours: Monday - Friday 9am-6pm EST

About Fourteen IP

Fourteen IP is a leading provider of cloud telephony and AI-powered virtual agents for the hospitality industry. Our solutions, including Evolution Voice and EVA, are deployed in over 350,000 hotel rooms across 25 countries, improving efficiency and enhancing guest experiences.

About the Role

Fourteen IP Inc. is growing fast—and we're looking for a skilled Network Engineer to join our dynamic, customer-focused technical support team.

In this role, you'll support, implement, and maintain our voice and data network infrastructure at customer sites, ensuring peak performance and reliability. You'll work directly with customers and internal teams to resolve issues, manage network deployments, and monitor performance, aligning with industry standards and best practices.

This is a great opportunity to make an impact, grow your career, and be part of an innovative team that values collaboration, passion, and continuous improvement.

What You'll Do:

As a Network Support Engineer, you'll play a key role in managing escalated support issues, maintaining our monitoring systems, and ensuring the reliability of voice and data services.

Key Responsibilities:

- Troubleshooting complex network issues using tools like Wireshark and SIP analysis
- Supporting and mentoring team members on technical challenges
- Leading and participating in customer meetings to design and review solutions
- Managing ticket escalations and collaborating with internal and external stakeholders
- Monitoring, testing, and maintaining network hardware and software
- Maintaining accurate documentation and network diagrams
- Assisting with configuration, pre-builds, and deployments
- Participating in an on-call rotation for emergency and out-of-hours support

Experience and Skills Required for the position:

- 3+ years of experience in Network Administrator or Engineer role.
- Proficiency in performing diagnostic work on fault cases, including Wireshark analysis.
- Strong understanding of network hardware including firewalls, switches, and wireless technologies.
- Experience in attending and leading technical customer calls/meetings to design solutions.
- Experience in evaluating, testing, and upgrading firmware/software on all network hardware.



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- Competence in maintaining organized and up-to-date documentation/diagrams for all network configurations and changes.
- Strong problem-solving skills to troubleshoot and solve complex technical problems.
- Working knowledge of voice communications, including SIP message flow and programming SIP end devices.

Experience and Skills Preferred for the position:

- Cisco or HP Network certifications preferred.
- Experience working with and configuring Cisco ASA's utilizing Cisco ADSM software.
- Experience conducting network surveys to assess current network infrastructure.
- Familiarity with scripting and programming languages such as Python, Go, C++, Ruby, and Perl.