

Professional Services Dedicated Engineer



Example deliverables:

- Configuration and testing of Extreme Networks' equipment based on customer requirements
- Perform research based on customer network projects, concepts, and visions
- Perform proof of concept projects with Extreme Networks' equipment to generate data for customer
- Work on various customer network projects as assigned
- Diagnostics and system checks on Extreme Networks' hardware and software
- Address issues and escalations with Extreme Networks' products, and act as a point of contact for Extreme support
- Coordinate and implement revision levels and firmware upgrades as instructed by customer staff and pertinent to the strategic direction of the network
- Participate in internal network planning and administration activities, to ensure cost-effective use of network equipment while following applicable industry standards
- Conduct regularly scheduled meetings with designated customer contacts to ensure proper prioritization of scheduled activities
- Participate in meetings where a network resource is needed to provide clarity and insight into how a network hardware or software implementation may affect the customer production network
- Provide regular documentation, and tracking of problem resolution and network improvements
- Maintain equipment inventory and location by product type, serial number, and firmware level, utilizing any designated host names given by customer
- Deliver monthly status reports on all activities previously identified for tracking
- Engineer organizes regularly scheduled meetings with the customer contacts to ensure proper prioritization of scheduled activities

To thrive, organizations must integrate new technologies with legacy environments. AI, security, and cloud-managed networking are needed to deliver exceptional customer experiences who demand access from anywhere at any time. Extreme's IT experts work closely with customers to solve the most complex IT challenges.

About Extreme Networks' Professional Services Dedicated Resident Engineer:

The on-site/remote Professional Services Engineer provides an Extreme Networks' customer with 40 hours per week of consulting and support for a period of time based on the SKU purchased.

The engineer functions in the role of Senior Network Engineer for the customer's network infrastructure. The engineer is trained on Extreme Networks' hardware and software products that the customer has purchased. The engineer works with customer personnel to proactively maintain a stable network environment, to troubleshoot and resolve problems as they occur, and to provide basic hardware and software training to customer network engineers.

Additional benefits:

- Resource is managed by Extreme Professional Services management
- Resource has internal access to support and engineering
- Ongoing performance evaluations with the engineer

SKU Ordering Information:

SKU	Description
EC-OPA-1Y	12 Months of Onsite Resident Engineer Service
EC-OPA-1Y-REMOTE	12 Months of Remote Resident Engineer Service
EC-OPA-6M	6 Months of Onsite Resident Engineer Service
EC-OPA-6M-REMOTE	6 Months of Remote Resident Engineer Service
EC-OPA-3M	3 Months of Onsite Resident Engineer Service
EC-OPA-3M-REMOTE	3 Months of Remote Resident Engineer Service
EC-OPA-1M	1 Month of Onsite Resident Engineer Service
EC-OPA-1M-REMOTE	1 Month of Remote Resident Engineer Service

Note: All standard Extreme Terms and Conditions apply: <http://learn.extremenetworks.com/rs/extreme/images/Professional-Services-Terms-and-Conditions.pdf>