



JOINING NETCRAFTSMEN:
DO YOU HAVE WHAT IT TAKES?





NetCraftsmen's tremendous growth is a testament to its business model, its approach to client service — and, most especially, to its people.

But what, exactly, does it take to join the NetCraftsmen team? What is it like to work among some of the very finest network engineers in the world?

It starts with our values. Many who have worked in other IT services companies find the culture and approach at NetCraftsmen refreshing — even revolutionary. Where others are content to push off-the-shelf products, we search for customized solutions. And where some prefer a detached, stagnant environment, we crave team interaction and constant personal improvement.

In fact, many find our approach and unique culture an outright defiance of traditional IT services delivery.

Our longtime employees love that. But it's not for everyone. A few who have joined us have struggled to adapt themselves to our culture of transparency and teamwork. Though fine technologists, they prefer to work in anonymity, and that's not the NetCraftsmen way.

"I get to work with top-notch engineers who exhibit a level of integrity and care for their craft, which is rare in our industry," says Architect William Bell, leader of our Unified Communications practice. "Also, I enjoy deep friendships formed with my team members, old and new."

"I get to work with top-notch engineers who exhibit a level of integrity and care for their craft, which is rare in our industry."

Architect William Bell

Leader of our Unified Communications practice

Why is NetCraftsmen a unique place to grow your career?
Let's count the ways.



WE'RE TRUE CRAFTSMEN

To understand our culture, start with our name. We call ourselves NetCraftsmen because the word reflects perfectly what we truly are, and embodies the two core characteristics of our culture and our business.

In addition to our focus on networking technologies, the name also reflects our core value of craftsmanship. We take that concept very seriously — in fact, we've modeled the company after the trade guilds that were originally established in medieval times.

The guilds were made up of experts in their fields called Master Craftsmen. Many years of apprenticeship were required simply to reach the level of "journeyman," and only many years after that could a tradesman be called a Master Craftsman.

Likewise, we have three tiers of expertise built into our labor categories, which reflect Apprentices, Journeymen, and Master Craftsmen.

Making learning a priority means that a willingness to improve is a quality we value. We don't expect you to know everything; in fact, we value professionals who know the limits of their knowledge and want to rise above them rather than fake it.

"NetCraftsmen has a tremendous amount of opportunities to learn and better yourself," says technical team member Johnathan Wilkes. "I've never worked at a place that I have been so optimistic about my ability to grow, and a company that is very willing to help you grow."

In fact, we're not just willing to help you grow. We insist that you do. As Marilyn Outerbridge, a veteran engineer, explains, "Understand that as a member of the NetCraftsmen team, you're compelled to increase your skillset and explore new technologies. We see that as fundamental to increasing your value within the company."

WE'RE VIRTUAL

Although we have a headquarters office, we don't spend much time there. We prefer being embedded with our clients. That means we're mostly a virtual company, using the very same Unified Communications solutions, Cloud technologies, and other tools to collaborate, share knowledge, and organize ourselves that we implement for our clients.

Some might think a culture of teamwork would be hard to achieve in a company like ours. But it's partly *because* we're virtual that we focus so much on collaboration. In many ways, in fact, we stand as an example of how our clients can break down the physical barriers of time and distance to work seamlessly together with the help of technology.

We don't just preach it. We practice it.

"We might be a virtual organization, but our level of interaction is arguably more rigorous than any brick-and-mortar IT company," explains Outerbridge. "We share insights, solicit feedback from peers, and ensure everyone is aware of any challenges." To join the NetCraftsmen team is to be immersed in a climate of constant e-chat, monthly webinars, and project archives. Want quiet? Look elsewhere.

"I've never worked at a place that I have been so optimistic about my ability to grow, and a company that is very willing to help you grow."

Johnathan Wilkes
Technical team member





WE'RE EXPERTS — REALLY

Every IT shop says it delivers the best solutions, and has great service. Most will tell you they possess superior technical capabilities and a commitment to project success.

But talk is cheap. So don't take our word for it. Just listen to our team members.

"When I interviewed, I asked what NetCraftsmen valued most and the answer I was given was 'skills,'" recalled Johnathan Wilkes.

Asked what piece of advice he'd give to an engineer trying to get hired by NetCraftsmen, Johnathan said: "Know your stuff! NetCraftsmen values skills, and therefore if you are interviewing, make sure your skills are up to date and you know the topics on the job description. It's also important to express interest in new technologies and the desire to learn and continue to better yourself."

NetCraftsmen values skills... make sure your skills are up to date and you know the topics on the job description.

One advantage to working for NetCraftsmen is the opportunity to work alongside some of the most respected engineers in the world.

"It's fun working with industry luminaries," says David Yarashus, Principal Architect and Chief Engineer. "Sometimes other network engineers will come up to our superstars and ask for autographs at Cisco Live."

WE'RE CUSTOMER-CENTRIC

As Craftsmen, we have the flexibility to go where customers need us, when they need us. We can be on site full time, access systems remotely, or show up for scheduled interactions at various intervals. That gives us a tremendous range of service offerings, each anchored by the highest levels of competence and expertise.

Yes, we're experts. But we're not smug about it, because one thing we all understand is that we're in this for our clients — and while we may be experts in network engineering, *they're* the experts in the things that they do.

"People who think that end users are the problem won't fit in," William Bell says. "This isn't a geek think tank. People who think they are God's gift to technology won't fit in. They are missing the point. **We solve customer problems, not technology problems.**"

That's why every NetCraftsmen, from the apprentice level on up, is expected to keep customer service as a top priority, even if that means pushing back sometimes.

"We won't compromise our reputation, our integrity, or our customer relationships to make an extra \$1 of profit," Bell adds. "If I feel that that we're heading in the wrong direction in terms of customer service or technical prowess, I am invited and *urged* to speak up. This is my company, too. That message is at the core of what is different about NetCraftsmen."

If you think solutions start with conversations, **you might be the kind of pro we're looking for.**





WE ONLY HIRE THE RIGHT PEOPLE

**We need good people.
We need the right people.**

So ask yourself:

- ➔ Do you combine technical prowess with a personable nature?
- ➔ Are you eager to contribute to a company looking to boost revenue by 20% per year?
- ➔ Are you great at what you do, yet determined to get even better?
- ➔ Can you appreciate the artistry of IT?
- ➔ Do you recognize the priority of meeting business needs, followed by technological insight and innovation?

**We crave team
interaction and constant
personal improvement.**

**Finally, and perhaps most importantly,
can you embrace these core values:**

1. **ACCOUNTABILITY**

At NetCraftsmen, we take ownership of every phase of an engagement. Our expectation: that you demand accountability from your company, from your team, and from yourself.

2. **TRANSPARENCY**

We take pride in our connectedness and communication. We share insights, solicit feedback from peers, and ensure everyone is aware of any challenges.

3. **INTEGRITY**

We put customer needs first and won't trade our integrity or our clients' confidence for profit.

4. **TECHNICAL EXCELLENCE**

We "grow our own" networking experts at NetCraftsmen. That means candidates must come with the skills they were hired for, but must be eager to learn more.



NetCraftsmen

→ **WE'RE NOT FOR EVERYONE... BUT WE MIGHT BE FOR YOU.**

NetCraftsmen has grown tremendously in the past few years, and we're on an upward track toward even greater success.

As we move into a new phase of growth, we refuse to compromise those qualities that have set us apart. That's why our priority has to be finding good people — IT professionals who know that human interaction is just as important as technological innovation.

If that sounds like you, we want to talk.

Phone: 888-804-1717

Email: hr@netcraftsmen.com

See Our Current Openings: netcraftsmen.com/about-us/careers/



7134 Columbia Gateway Drive, Suite 100 | Columbia, MD 21046 | 888-804-1717

Copyright © 2017. All Rights Reserved.