

JOB DESCRIPTION

JOB TITLE: Network Engineer - 060
DEPARTMENT: Technical Services
REPORTS TO: IT Systems Manager
Unclassified position, EEO cat 2

SUMMARY:

As part of South Sound 911 Technical Services team and under the direction of the IT Systems Manager, this technical, analytical and customer-oriented position maintains the network and server infrastructure for its customers and technical support to all agencies connected to South Sound 911. Work includes the installation, repair, and maintenance of servers and operating systems; network design, installation and management; and security/firewall configuration within the South Sound 911 agency. This position is expected to work independently with supervisory interactions occurring once or twice a week.

ESSENTIAL FUNCTIONS:

Maintain and administer computer networks and related computing environments including systems software, applications software, hardware, and configurations.

Configure and maintain physical and virtual operating systems, install upgrades and updates and maintain a virtual server environment.

Troubleshoot, diagnose and resolve hardware, software, and other network and system problems.

Proactively develop and maintain integrated technology solutions on multiple computing platforms.

Monitor network devices and performance.

Protect data, software, and hardware by coordinating, planning and implementing network security measures including network intrusion detection and prevention and anti-virus software.

Implement data backups and performing disaster recovery operations and data restores when required.

Research current advancements in information technology.

Assist in acquiring cost effective solutions for the network infrastructure.

KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Strong understanding of network infrastructure and network hardware.

Ability to think through problems and visualize solutions.

Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewalls, routers, switches, etc.

Knowledge of TCP/IP, UDP and routing protocols.

Ability to create accurate network diagrams and documentation for design and planning network communication systems.

Provide specific detailed information for hardware and software selection.

Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources.

Ability to work with all levels of staff within and outside of IT and outside the organization.

A self-starter able to work independently but comfortable working in a team environment.

Good analytical and problem-solving skills.

Dependable and flexible when necessary.

Network security experience.

Familiarity with ITIL and ISO27001.

Experience with a hypervisor virtualization technology such as VMWare or Hyper-V.

Experience with Microsoft Windows, Active Directory Administration, server-hardening and deployment tools.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Experience in the public sector is preferred.
 Perform limited clerical duties such as filing, duplications and typing.
 Work appropriately with confidential material and information.
 Work with speed and accuracy.
 Provide training and orientation to peer employees.
 Follow safety rules and regulations.
 Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.
 Maintain cooperative and effective working relationships with others.
 Analyze situations quickly and adopt an effective course of action.
 Organize work with many interruptions and multiple tasks to meet schedules and timelines.

QUALIFICATIONS:

Three years of increasingly responsible experience in network management. A bachelor's degree in computer science, business or related field, and previous experience in a public sector preferred.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Microsoft Certified Systems Engineer (MCSE) and/or Cisco Certified Network Administrator (CCNA) training required at time of appointment, preferred. Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation, a self-assessment survey, an oral interview, a polygraph examination and a psychological evaluation as part of the pre-conditional offer of employment.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, requires a lot of walking; use hands to finger, handle, or feel and talk or hear.

The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand. Technicians are subject to lifting up to 50 pounds independently and additional weight with assistance and may be required to climb ladders or stand/walk for brief periods during the day. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. The nature of these interactions will be to gather information about an existing problem or desired functionality within a technical system that the South Sound 911 Law Enforcement Services supports. Office environment includes exposure to noise conditions including hum of computers and air conditioners; subject to after hours, seven days a week on-call rotation; also subject to traveling to other locations to conduct work. Work flexible hours when needed and carry an agency-provided cell phone as required.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	15% of time	Pulling & Pushing	25/75 lbs.
Walking	15% of time	Lifting	50lbs.
Sitting	70% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: stooping, crouching, crawling, climbing, balancing and kneeling.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

DATE: 6/25/2019

Revised: