

JOB DESCRIPTION

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

SUMMARY:

As part of South Sound 911 Technical Services Division 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 maintenance of computer networks, hardware, software, and other related systems, performing disaster recovery operations, protecting data, software, and hardware from attacks, and replacing faulty network hardware components when necessary. Works closely with users of the network to identify potential issues and resolve problems. Work is performed independently, using judgment and decision making under limited supervision.

This position interacts 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 South Sound 911 Technical Services supports.

ESSENTIAL FUNCTIONS:

Maintain and administer computer networks and related computing environments including systems software, applications software, hardware, and configurations.
Implement data backups and perform disaster recovery operations and data restores when required.
Protect data, software, and hardware by coordinating, planning and implementing network security measures; detect and prevent network intrusion.
Configure, maintain, and monitor virus protection software and email applications.
Troubleshoot, diagnose and resolve hardware, software, and other network and system problems.
Monitor network devices and performance.
Proactively develop and maintain integrated technology solutions on multiple computing platforms.
Confer with network users to resolve system problems.

KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language
Understand and follow written and verbal instructions. Understand and interpret complex rules and procedures.
Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.
Work appropriately with confidential material and information.
Work with speed and accuracy.
Follow safety rules and regulations.
Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.
Exercise a high degree of independent judgment in problem solving and decision-making related to professional human resource duties.

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.
Maintain regular and predictable attendance.
Record-keeping, document retention, report preparation and basic research methods and techniques.
Provide training and orientation to employees.
Strong understanding of network infrastructure and network hardware. Ability to think through problems and visualize solutions.
Ability to manage a virtual server environment and to install and manage file servers.
Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewalls, routers, switches, and controllers.
Knowledge of TCP/IP, UDP and routing and network infrastructure 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.
Familiarity with ITIL and ISO27001.
Ability to use hypervisor virtualization technology such as VMWare or Hyper-V.
Knowledge of Microsoft Windows, Active Directory Administration, server-hardening and deployment tools.
Network security experience.
Research current advancements in information technology and provide recommendations.
Assist in acquiring cost effective solutions for the network infrastructure.

QUALIFICATIONS:

Three years of increasingly responsible experience in network management. A bachelor's degree in computer science, business or related field of study with a network engineering focus; previous experience in network security; and public sector experience 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.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; 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, stoop or kneel. 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. 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: 3/3/23