

## **Job Description –Network Engineer**

**Title:** Network Engineer

**Immediate Supervisor:** Director of Technology Services

### **Description**

The Network Engineer's role is to ensure the stability and integrity of in-house voice, data, video, and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization. In addition, the Network Engineer will participate with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion, and provide end user training.

### **Responsibilities**

#### **Strategy & Planning**

- Collaborate with department heads to assess near- and long-term network capacity needs.
- Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.
- Develop, implement and maintain policies, procedures, and associated training plans for network administration, usage, and disaster recovery.

#### **Acquisition & Deployment**

- Design and deploy County LANs, WANs, and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware.
- Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry.
- Oversee new and existing equipment, hardware, and software upgrades.
- Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
- Design, implement, and maintain VOIP phone system to include phone servers, phones, and faxes
- Design, implement, and maintain Audio/Video systems

#### **Operational Management**

- Configure networks to ensure their smooth and reliable operation for fulfilling County objectives and processes.
- Monitor network performance and troubleshoot problem areas as needed.
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Ensure network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.
- Manage servers, including database, e-mail, printers, and backup servers and their associated operating systems and software.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Monitor and test network performance and provide network performance statistics and reports.
- Participate in managing all network security solutions.
- Perform server and security audits, and system backups and recovery.

## **Position Requirements**

### **Knowledge & Experience**

- Proven experience and success with LAN, WAN, WLAN, and WWAN design and implementation.
- Proven experience with network capacity planning, network security principles, and general network management best practices.
- Proven experience with VOIP phone systems.
- Excellent hardware troubleshooting experience.
- Competence with testing tools and procedures for voice and data circuits.
- Good understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.
- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into networking issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Able to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

### **Formal Education & Certification**

- The Network Engineer will have a bachelor's degree and 2 years related experience, an associate's degree with 4 years of related experience, or 6 years related experience.