NETWORK SUPPORT ENGINEER

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SUMMARY:
Under limited supervision, develop and ascertain user needs and system requirements in order to develop, design, implement, monitor and maintain system infrastructure to include voice and data networks, servers, switches and routers. Assist in the design of network and security infrastructure. Responsible for estimation of cost and materials for departmental and organizational technology projects, as well as anticipating potential future costs for technology growth.

DUTIES AND RESPONSIBILITIES:
- Manage existing and assist in the planning/design of the global network infrastructure
- Manage all monitoring of network equipment, computer systems and use of system resources including network storage space and memory usage and performance
- Develop plans to implement a strategy for all organization and district security models
- Identify products, services and technologies for development and implementation
- Work with vendors to evaluate and purchase security, hardware and software related products
- Manage software, equipment and on-going vendor relationships related to all systems
- Provide day to day management and support of security, intrusion detection/prevention, distributed internet connections, inter-location network traffic and district/3rd party network connected services
- Maintain current systems and participate in long range planning in determining necessary hardware and software needs for all network equipment
- Provide advisory support for departmental groups on processes, procedures and technologies
- Monitor network/security logs and system reports for suspect traffic and patterns
- Review industry alerts and trends to provide organization sufficient direction and warning
- Provide monthly reports of all security and system related activities
- Execute bi-annual assessments of security, systems and processes
- Propose network infrastructure and systems improvements that are compatible with business and organization needs and processes
- Maintain and develop a record of all activities and maintain network documentation

Minimum Job Requirements:

Bachelor’s degree requested; at least 7 years of experience that is directly related to the duties and responsibilities specified
Knowledge, Skills and Abilities Required:

- Extensive experience in the configuring and maintenance of Active Directory, VLANS, VOIP, Virtualized Environments, LAN/WAN configuration, DNS and security
- Extensive experience in the use and development of relational databases
- Extensive experience in the use of programming languages
- Extensive experience developing security and topology processes for an enterprise environment
- Must have excellent written and oral communication skills
- Must be well organized and structured
- Experience with multi-vendor managed equipment
- Experience writing policies and procedures

Working Conditions and Physical Effort:

Physical Abilities: Position involves light to medium work including walking, standing, stooping, carrying and lifting of medium to heavy weight materials (up to 50 lbs.) and work in small or confined spaces. Requires visual acuity and depth perception, strong arm, hand and finger dexterity and hand, eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.