CLASSIFICATION TITLE: Network Engineer

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The Network Engineer is responsible for evaluating, upgrading, and implementing the technology infrastructure at Region Ten in conjunction with the Director of Information Technology. The performance of duties requires analysis of facts and determining action based on the practical application of current technology methods. The incumbent must combine strong analytical skills and problem-solving abilities with project management skills. Must display excellent interpersonal skills when meeting the needs of senior management, technical personnel and end-users. A high level of customer service is to be exhibited in all interactions with outside contacts, staff and colleagues. The ability to work independently on long- projects, seeing them to completion, is required.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:
1. Provides guidance to the systems, programming, and operation staffs in the solution of hardware/software related problems.

2. Maintain functional networks (LAN, WLAN, WAN)

3. Maintain/Install software, servers, firewall, switches and phones.

4. Maintains awareness of emerging technologies and project management techniques.

5. Responsible for ensuring systems are operating to company specifications

6. Monitor network and system performance, security and integrity

7. Resolve issues tiers of support have escalated by troubleshooting cloud and local infrastructure

8. Automate tasks and monitor their effectiveness

9. Mentor staff and team on technical issues

10. Oversee and test security measures (e.g. access authentication and disaster recovery)

11. Maintain complete technical documentation

12. Design and develop the configurations to be deployed on systems using the approved solution assessment to meet customer requirements.

13. Servers as a rotational member of on-call.

14. Establishes configuration management practices and ensures that configuration audits are conducted.

15. Other duties as assigned.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS

This position is evaluated according to the Administrative Performance Evaluation Standards.

QUALIFICATIONS:
To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Formal training and work experience exemplifying KSA's; The incumbent must hold a Bachelor's degree in Information Technology or 2+ years of equivalent experience in IT.

Knowledge of: IT standards and practices. fundamentals and concepts of enterprise, distributed, client/server and desktop computer systems; definition of technical specifications from user and business requirements; project planning coordination; service level agreements; practices of effective communication of technical issues to user and client community; user acceptance testing. Server, network, pc configuration.

Skills in: Project Management, oral and written communication; organization analysis; and interpersonal interactions.
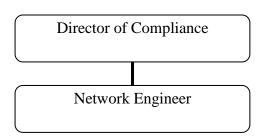
Abilities to: Analyze and/or resolve hardware, software, and application problems; problem solve and troubleshoot; lift and carry up to 50 lbs; remain calm, courteous and professional at all times.

POSITION LOCATION: Region Ten Community Services Board
                       500 Old Lynchburg Road
                       Charlottesville, Virginia 22903-4420

POSITION ORGANIZATION CHART

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│    Director of Compliance    │
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┌─────────────────────────────┐
│      Network Engineer        │
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GRADE: 9

SCHEDULE: Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional nights and weekends.

Position Description Updated: June 18, 2020

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and abilities) included in this description. I also understand the performance standards as they apply to this position.

_____ _____ _____
Signature   Name Printed   Date