

POSITION DESCRIPTION**SENIOR NETWORK ENGINEER**

Information Technology Services
Office of Executive Director
Region Ten Community Services Board

CLASSIFICATION TITLE: Senior Network Engineer

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The Senior Network Engineer is responsible for evaluating, upgrading, and implementing the technology infrastructure at Region Ten in conjunction with the Director of C 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. Engineering of solutions for various projects and operational needs.
2. Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. In accordance with standards and project/operation requirements
3. Install and configure systems
4. Develop and maintain installation and configuration procedures
5. Contribute to and maintain system standards
6. Research and recommend innovative, and where possible automated approaches for system administration tasks.
7. Identify approaches that leverage resources and provide economies of scale.

OPERATIONAL SUPPORT

1. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
2. Perform regular security monitoring to identify any possible intrusions.
3. Perform daily backup operations, ensuring all required file system and system data are successfully backed up to the appropriate media, recovery tapes, or disks are created, and media is recycled and set off site as necessary.
4. Investigate and troubleshoot issues
5. Repair and recover from hardware or software failures
6. Coordinate and communicate with impacted constituencies

MAINTENANCE

1. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure/add new services as necessary
2. Perform periodic performance reporting to support capacity planning

SENIOR NETWORK ENGINEER

Office of Executive Director, Information Technology, Region Ten Community Services Board

Page 2

3. Maintain operational, configuration or other procedures
4. Perform ongoing tuning, hardware upgrades and resource optimization as required.
5. Configure CPU, memory, and disk partitions as required.
6. Maintain data center environmental and monitoring equipment

MANAGERIAL

1. Plan staffing levels.
2. Provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures.
3. Coach, mentor, and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
4. Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
5. Maintain employee work schedules including assignments, job rotation, training, vacations and paid time off, telecommuting, cover for absenteeism, and overtime scheduling.
7. 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 and 5+ years equivalent of experience in IT or equivalent to these.

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, and 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:

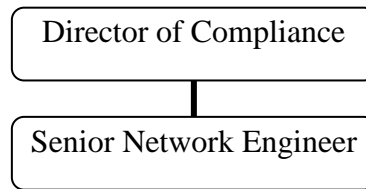
Region Ten Community Services Board
500 Old Lynchburg Road
Charlottesville, Virginia 22903-4420

SENIOR NETWORK ENGINEER

Office of Executive Director, Information Technology, Region Ten Community Services Board

Page 3

POSITION ORGANIZATION CHART



GRADE: 12

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

Position Description Updated: June 3, 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