JOB TITLE:	NETWORK ARCHITECT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	AS APPROVED BY BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8567
BARGAINING UNIT:	CLAS

REVISED: Submitted:

01/18/2025   12/17/2024

SCOPE OF RESPONSIBILITIES

Designs, implements, secures, and monitors the JCPS data, voice and wireless networks and provides on-site and/or remote restoration support. Provides field support, installation, trouble-shooting and maintenance of all data, voice/VoIP and wireless network-related equipment. Supervises, advises and coordinates field technicians in work related to network equipment and operations. Liaises with network vendor staff on analysis, design and implementation of solutions to meet JCPS business needs.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Installs and configures data, voice, and wireless network equipment, and provides 24 hours, seven days a week operational support

Assists with the analysis and design of data, voice/VoIP, and wireless equipment and networks

Proactively monitors all JCPS networks and network related activities on a daily basis to identify outages, security risks, and manages mitigation/restoration activities; this includes ensuring 24 hours, seven days a week on-call support

Conducts in-depth analysis of all JCPS networks on a daily basis to identify problem areas and root causes of network outages, interruptions, spikes, and reported issues; implements corrective actions within change management procedures and manages to completion.

Plans and implements routine preventative maintenance measures on all equipment to keep them up-to-date on patches, fixes, upgrades/updates, and security, and conducts appropriate tests to insure their efficient operation

Assists with content filtering, intrusion prevention, and Kentucky Department of Education firewall issues

Creates, revises, and maintains current documentation related to all hardware, software, vendor products, designs, support/user guides, maintenance guides, etc.

Executes concurrent multiple projects and utilizes effective time management, planning, and people skills to liaise with management, team members, vendor field staff, field technicians and customers in coordinating all activities related to network and infrastructure tasks and insure timely delivery of projects and status update(s) to all stakeholders

Stays current on certification(s) by successfully completing updated certification exam(s), keeps related skills updated, and mentors other staff members including assisting in technical certification efforts

Evaluates staff as assigned

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek)

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field

Three (3) years of proven hands-on experience in the design, implementation, and management of enterprise network infrastructure and telecommunications field support and maintenance

Strong knowledge of data, voice and wireless networking and telecommunications, and demonstrated ability to effectively work with management, outside vendors and end users.

A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

Effective communication skills

DESIRABLE QUALIFICATIONS

Project management experience

Strong understanding of technology and infrastructure monitoring systems

Experience in a diverse workplace