



REVISED: 07/17/2019
 Submitted: 07/16/2019

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

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

PHYSICAL DEMANDS

The work involves field as well as back office activities. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires driving automotive equipment.

| MINIMUM QUALIFICATIONS |
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| 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 |
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| Project management experience |
| Strong understanding of technology and infrastructure monitoring systems |
| Experience in a diverse workplace |