

CITY OF GLENDALE

TITLE:	Senior Network Engineer	CLASS CODE:	281
REPORTS TO:	Computer Operations Manager	GRADE:	32
DEPARTMENT:	Information Technology	FLSA:	E
JOB DESCRIPTION DATE:	February 23, 2006 ajw		

JOB SUMMARY

Under general direction, manages the purchase, installation, and support of converged network communications, including LAN/WAN voice and data. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers and telephony staff. Requires expert knowledge of LAN/WAN systems, converged voice and data networks, and applications.

ESSENTIAL FUNCTIONS

1. Works in conjunction with Information Technology Manager(s) to devise strategic and tactical solutions required to meet overall business objectives.
2. Recommends technology solutions considering a number of factors including budget, business need, internal capabilities and strategic direction.
3. Interface with users, consultants, technical teams and vendors for maximum guidance in determining the most appropriate selection of network technology and/or services for meeting business needs regarding new construction, WAN design, LAN design, and system software selection and integration.
4. Evaluates and makes recommendations relating to network and system security.
5. Provides consulting, instruction, direction, and assistance to other departmental personnel as appropriate or directed.
6. Develop project schedules, prioritize tasks, and meet project schedule requirements.
7. Performs hardware, software and network installation and maintenance tasks as required.
8. Prepares and maintains documentation that is current and accurately reflects the network architecture, components and software revision levels as appropriate.
9. Develops and monitors appropriate security procedures to safeguard the city infrastructure from physical harm, viruses, unauthorized users and potential data loss.
10. Develops and monitors appropriate performance metrics to detect and correct network performance deficiencies.
11. Develops documentation, checklists and processes for communicating appropriate support information to the city helpdesk. Provides training as appropriate.
12. Insures code changes and modifications are managed using a documented change request system.
13. Provides technical support to other departments as required supporting network, voice, data and wireless communication initiatives.
14. Identify improvement opportunities. Examples include but not limited to tools, processes, procedures, installation, configuration and troubleshooting techniques.
15. Physically lift 50 pounds to waist height, install network equipment in physical location.
16. Provide on call support during non-business hours.
17. Maintains a high level of current knowledge regarding systems, technology, and communications.

SECONDARY FUNCTIONS

18. Perform other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Personal computer hardware and software, server computer hardware and software, local area networks, wide area networks and converged voice and data networked applications
Microsoft SQL Server, Microsoft Windows Servers, Linux, Active Directory, Ethernet, TCP/IP, Cisco LAN/WAN, and Nortel PBXs
Technical working knowledge of networks, telephony and data center components
Project management
Network and telephony converged network design
Current industry trends and best practices.

Ability to:

Work independently managing multiple assigned priorities and tasks maintaining project schedules and deliverables
See the big picture; envision technology solutions for tactical and strategic objectives
Work effectively with users, technical personnel and consultants to achieve stated objectives
Install, configure and support a variety of computer hardware and software including but not limited to server and desktop operating systems / applications, network hardware and software and telephony hardware and software
Communicate effectively both verbally and in writing
Continually learn and demonstrate new skills via hands on training, classroom training and self-study learning methods

WORKING CONDITIONS

Office setting. May be some risk of exposure to electrical hazards, following safe handling practices when installing and upgrading equipment can substantially control this potential risk.

MINIMUM QUALIFICATIONS

Bachelor's Degree in Computer Science, Engineering or related field and five years experience designing and supporting local and wide area networks server hardware, operating systems and applications. Industry recognized certification in Cisco or Microsoft or Nortel.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, may qualify.

SPECIAL REQUIREMENTS

Valid Arizona driver's license