

Job Description

Job Title: Senior Network Engineer
Position Code:
Job Classification: Exempt

Supervisor: Supervisor of Technology Operations
Pay Grade: 44
Contract Length: 245 Days

Job Summary

The Supervisor, Network Engineering role is to oversee the team that designs, builds, and implements network systems across the enterprise. This includes planning, installing, configuring, maintaining, supporting, and optimizing all LAN/WLAN/WAN connections, associated software, network analysis tools, and communication links which include the ISP links, digital and analog SIP trunks, and the district's VoIP system. This person will troubleshoot network performance issues, as well as analyze network traffic and provide capacity planning solutions. The position is also responsible for documenting, managing, and maintaining network related implementation plans and projects. Creates and maintains network related policies and operating procedures; develops a training program for and evaluates the performance of assigned staff; and prepares budgeting and cost analyses. Work requires highly professional customer service to staff and students, strong leadership and organizational skills, and attention to detail.

Essential Duties

1. Researches and analyzes current and evolving communications capabilities and network architectures to provide information for long and short-term planning.
2. Conducts capacity/feasibility planning, new installations, upgrades, configuration, feature functionality testing, maintenance, troubleshooting, back-up systems, security procedures/protocols, operating procedures and guidelines, and user accessibility and connectivity.
3. Coordinates and performs project planning and project management responsibilities which may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with other department staff to complete a project, and monitoring and reporting progress.
4. Works closely with and takes direction from the district's Information Security team to secure all network and communication links.
5. Regularly confers with internal and external departmental managers and staff regarding current and prospective systems changes and future needs.
6. Trains and provides support to the Technology Help Desk and technical support specialist staff regarding network and VoIP system use and administration.
7. Directs efforts of technicians who are involved in diagnosing and correcting network failures and determines logical solutions to complex network administration problems.
8. Prepares documents and performs research to justify language used in departmental documents, procedures and budget recommendations.
9. Prepares and presents disaster recovery plans for assigned systems.
10. Prepares and presents status reports, service level benchmarks, key performance indicators, and operational metrics for assigned systems.
11. Defines network bid and RFP technical requirements to ensure appropriate service provisions.
12. Utilizes and ensures assigned staff use of appropriate safety equipment in the performance of duties.
13. Travels to and from schools/work sites in the performance of duties.
14. Provides training to assigned staff.
15. Conducts staff performance evaluations.
16. Conforms to all departmental procedures and policies.
17. Models nondiscriminatory practices in all activities.
18. Tracks and assigns work and configuration changes using the district help desk system.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains a current knowledge of rapidly changing technology systems.

2. Participates in and develops Technology department cross-training and leadership activities.
3. Performs any other related duties as assigned by the Supervisor of Technology Operations, or other appropriate administrators.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with minimal supervision. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

10 years of experience as a Senior Network Engineer or Network Administrator. Experience with leading teams of IT professionals. Understanding of data center operations including UPS and HVAC systems. Solid background in network administration and architecture. In-depth understanding of communication protocols and routing protocols (e.g. TCP/IP, BGP, OSPF). Experience with network diagnostic, monitoring and analysis tools. Solid understanding of network operating systems. Must possess demonstrated successful experience in project planning and management involving multiple customer sites. Experience in writing system documentation, system specifications, system requirements, project plans, presentations, correspondence, studies, reports, and training materials. Must possess the ability to establish and maintain effective working relationships with departmental peers, departmental technicians and specialist, and all customers served. Must have the ability to mentor assigned staff as well as direct and evaluate their efforts. Must have the ability to effectively explain complex technical concepts to both technical and non-technical personnel. Must possess a valid Virginia driver's license with a good driving record.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: Assigned Staff

Supervision Received: Supervisor of Technology Operations

This job description in no way states or implies that these are the only duties to be performed by this employee. The Senior Network Engineer will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Technology Operations, or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)
Revised 10/19 CR

Signature

Date