

<b>ORGANIZATION:</b> City of Sherwood	<b>DATE:</b> 2012
<b>LOCATION:</b> Sherwood, Oregon	
<b>DIVISION:</b> Administration	
<b>DEPARTMENT:</b> Information Technology	
<b>FLSA STATUS:</b> Exempt	
<b>JOB TITLE:</b> Senior Network Engineer – Pay Group E	

**PURPOSE OF POSITION:**

Perform a variety of senior level network administration duties, analysis and support in the administration of the City's Local and Wide Area Networks (LAN/WAN) including hardware, software, security and other related applications and services. Administer electronic communications systems, recommend and implement LAN/WAN policies, implement and manage networked storage systems, develop and implement procedures and standards consistent with industry best practices and City policy. Assist in planning and implementing of network systems and in resolving common network problems.

Provide support to the City's telecommunication utility, Sherwood Broadband, including administering and supporting core, edge, and client equipment. Provide troubleshooting and support for client outages and issues including the coordinating of physical plant repair. Maintain system documentation including field verifying physical assets and taking appropriate measures to insure their protection. Support and administer the wireless network including managing the installation of new assets.

**ESSENTIAL JOB FUNCTIONS:**

Responsible for the day-to-day 24/7 operations and maintenance of the City and other City partners with local and wide area networks. Act as the City's Senior Network Engineer, performing analysis on current and future systems as to ensure proper functioning, security and performance. Analyze, plan, deploy, and document future systems and upgrades.

Install, upgrade and maintain network servers, routers, switches, firewalls and other network components. Install new hardware and software in the LAN/WAN, monitor network traffic using various tools. Perform troubleshooting to resolve problems related to the network. Oversee network security and implement measures to ensure strict security controls.

Identify needs for networking. Research and recommend appropriate networking systems, participate in coordination and implementation of networking systems.

Perform support activities associated with server and software configuration, maintenance and connectivity. Inspect network wiring, server, switches, routers and facilities.

Troubleshoot network outages and coordinate the repair of City owned facilities. Work with partner service providers and customers to inform them of service disruptions and planned outages.

Work in the field to inspect, verify, document, and protect City owned facilities; including making site visits to Sherwood Broadband customer sites and city facilities.

Work with staff to research cost, supply, and performance standards for equipment, software and vendors. Make technical recommendations for service enhancements, equipment and materials acquisition and resource allocation; test new hardware and software for integrity and usability.

Troubleshoot, coordinate and plan network security, including antivirus measures; maintain user security for access to LAN/WAN; monitor network traffic and make configuration recommendations on physical and logical network layout, new protocol, operating system interaction and configuration, and security.

Responsible for planning network security. Implement and configure security measures for network; conduct security testing and develop plans for intrusion detection and response methods.

Participate in team efforts to define, review and refine procedures for the maintenance of stable network operations, secure network environment, and overall IT operations

Coordinate the work of a project team; guide and formulate project needs and requirements; manage and complete projects within specific time and budget constraints.

Assist other IT staff with projects. Perform end user support on the various systems the IT department is responsible for.

Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.

Maintain cooperative working relationships with City staff, customers, other organizations and the general public.

#### **AUXILIARY JOB FUNCTIONS:**

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

Assist IT Manager with management of tasks as needed.

#### **JOB QUALIFICATION REQUIREMENTS:**

##### **MANDATORY REQUIREMENTS:**

Knowledge and skills in the administration of microcomputer hardware and software; network hardware, software and related technologies including layer 2 and layer 3 switching and routing including BGP; network security hardware software and related technologies; IP network addressing; hardware and software diagnostics and corrective methodologies; data transfer utilities; personal computer hardware configuration including storage devices, printers, communications and related software; operational characteristics of data processing equipment and peripherals; appropriate configuration issues relative to multi-protocol environment; dedicated and networked storage systems and backup and recovery systems. Equivalent to a four-year university education in computer science or public administration and over five years experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**DESIRABLE REQUIREMENTS:**

Cisco, CCNA or CCIE Certification. Experience in a service provider environment including outside plant maintenance; Experience with fiber optic cabling; Cisco Certifications, Windows and Linux server administration.

**PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 50 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:**

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises. Attendance at meetings requires working after normal business hours.

**SUPERVISORY RESPONSIBILITIES:**

May be responsible for supervising 1 to 2 FTE depending on area of assignment. Oversee contracts and programs as needed. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

**SUPERVISION RECEIVED:**

Works under the direction of the IT Director.