

## JOB DESCRIPTION



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<b>ORGANIZATION:</b>	City of Lebanon	<b>LOCATION:</b>	Lebanon, OR
<b>DEPARTMENT:</b>	Information Technology	<b>DATE:</b>	May 2019
<b>JOB TITLE:</b>	Senior Network Engineer	<b>JOB STATUS:</b>	Non-Exempt
		<b>FLSA EXEMPT:</b>	No

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**PURPOSE OF POSITION:** Develop and maintain functional network and network security infrastructure in support of the City of Lebanon and Fire networks. Mentor an IT team to troubleshoot and optimize our network for end users. This role requires excellent problem-solving skills and thorough knowledge of network administration and architecture. Also responsible for security and data protection of the network. This position is responsible for resolving network and computer issues that are escalated from first tier computer and network support. Testing and training new relevant information technology systems is also included in this position.

**ESSENTIAL JOB FUNCTIONS, DUTIES AND RESPONSIBILITIES:** *The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include essential functions and responsibilities the incumbent may be expected to perform.*

1. Design and deploy functional networks and firewalls, ensuring proper change management, error and usage logging.
2. Monitor network and data center systems to ensure performance and integrity (security).
3. Resolve first level support issues that have escalated with troubleshooting cloud and local infrastructure.
4. Automate tasks where possible and monitor effectiveness.
5. Provide technical direction to IT staff for technical and network issues.
6. Create, oversee, and test security measures (backups, access, disaster recovery)
7. Suggest and collaborate on improvements to network performance, capacity, and scalability.
8. Collaborate with IT team to maintain accurate inventory of network storage, space available, and IT infrastructure assets.
9. Design, configure, and maintain City phone system. Streamline processes, identify and ensure complete backups are being performed, and voicemail is managed by end users properly. Manage regular phone and data audits and work with service providers to ensure that phones are managed correctly in event of disaster.
10. Design, monitor, troubleshoot, and maintain backup and disaster recover solution for both network and key user workstations and laptops to maintain data safety.
11. Work with IT team to develop and maintain effective group policies.
12. Collaborate to review Windows Updates for servers and workstations on the network and work to keep them current. Communicate effectively with end users when servers or workstations will be updated.

13. Ensure software patching is performed in such a manner that end users and critical functionality is minimized. This will require “after hours” or “flex” (i.e. outside of 8 am to 5 pm M-F) work on a monthly or semi-weekly basis and this will involve remote work.
14. Review software status on non-Windows devices quarterly to evaluate needs for updates. Plan, coordinate, train, test, and implement software/firmware updates as needed.
15. Evaluate and help recommend new technologies that will make City staff and operations more effective.
16. Write custom scripts to automate repeatable tasks.
17. Maintain complete documentation.
18. Follow all safety rules and procedures for work areas.
19. Work areas in a clean and orderly manner.
20. Operate a motor vehicle safely and legally.
21. Maintain regular attendance and adherence to working hours.
22. Perform other IT related duties as needed.

### **MANDATORY/MINIMUM QUALIFICATIONS:**

#### **EDUCATION AND EXPERIENCE:**

1. High school diploma or equivalent plus additional specialized training.
2. Five to seven years’ professional experience working in IT and networking related fields.
3. Five years’ professional experience with Hyper-V or VMWare systems or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities to perform the above duties.

#### **Licenses & Certificates:**

1. Possess and maintain a valid Oregon operator’s driver’s license.
2. Possess and maintain CJIS security clearance within six (6) months of appointment.

### **DESIRABLE QUALIFICATIONS:**

1. Associates Degree in a related field.
2. Network+, Security+, CCNA, or other industry specific network or security certifications.
3. Specialized training and up to 3 years’ professional experience with a scripting language such as Python or PowerShell or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities to perform the above duties.

**KNOWLEDGE, SKILLS AND ABILITIES:** *The qualities below reflect the working dynamic of the position.*

#### **Knowledge of:**

1. Solid understanding of Cisco switches, routers, and phone systems (Cisco IOS).
2. Linux or open source knowledge and skill in configuring Linux based systems.
3. Solid background in network administration and architecture.
4. In-depth understanding of communication protocols (largely TCP/IP) and routing protocols.
5. Familiarity with access control models and network security.
6. Knowledge of coding languages for scripting (e.g Python, Perl, or PowerShell)

7. Experience with network diagnostic, monitoring and analysis tools (e.g Zabbix, Unimus, Greenbone, NetBox, GitLab, Grafana)
8. A strong knowledge of Active Directory, Group Policy, Windows Servers 2012 R2 and 2016, Office 365, and scripting languages are required.
9. Proficient in Windows 7 and 10 and possess the ability and confidence to provide excellent desktop\email\printer support to our end users.

**Skill in:**

1. Working well in a team-centered environment.
2. Ability to talk on the phone and communicate with genuine interest and patience with end-users.
3. Organizing workflow and efficiency in the execution of assigned tasks.
4. Exceptional networking skills and knowledge.
5. Organizational, technical leadership and mentoring skills.
6. Following verbal and written instructions.
7. Advanced typing and effective writing.

**Abilities to:**

1. Communicate effectively, both orally and in writing.
2. Establish and maintain effective working relationships with citizens, peers and supervisors.
3. Handle stressful situations in a professional capacity.
4. Manage multiple projects.
5. Demonstrate patience and persistence on an extended phone hold and communicate with technical support staff for whom English may be a second language.
6. Proficiently and effectively read, speak, and write the English language.
7. Willing to be trained and have the aptitude for and interest in new technology as it comes available.

**WORKING CONDITIONS:**

1. Position requires mobility, often requiring the employee to sit, stand, walk, climb, stoop, kneel, reach, and manipulate objects, tools or controls.
2. Duties involve moving materials weighing up to 25 pounds on a regular basis and may infrequently require moving materials weighing up to 60 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**SUPERVISORY RESPONSIBILITIES:** This is a non-supervisory, non-certified position. Lead work/coordination of the work of others may be assigned to this position for projects. Incumbents in this position may provide training and orientation to newly-assigned personnel.

**SUPERVISION RECEIVED:** Works under the direct supervision of the IT Director.