

## Network Engineer

FLSA Status: Exempt

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### Summary

Under the supervision of the IT Director, establishes and maintains network performance by building net configurations and connections, and troubleshooting network problems for thirty five sites and the head-end. Responsible for designing, developing, implementing, maintaining, and supporting PLS communication networks, including local area networks (LANs), wide area networks (WANs) and security. Will be on-call 24x7 during one week of every five.

### Organizational Impact

- Member libraries cannot function without reliable network infrastructure providing internet access to the staff and the public – it is mission critical.
- Member libraries are vulnerable without solid and up to day network security.
- The creation and maintenance of LANs, WANs, intranets and/or extranets is a highly valuable service PLS offers its members.
- PCI compliance allows members to offer credit card payments.

### Essential Duties and Responsibilities:

- Establishes networking environment by designing system configurations, purchasing equipment and maintenance, directing system installations, defining, documenting, and enforcing system standards
- Maximizes network performance by monitoring performance, troubleshooting network problems and outages, scheduling and completing systems software, application software, hardware, and configuration upgrades
- Secures network system by implementing security appliances and tools, establishing and enforcing policies; defining and monitoring access; maintaining, configuring, and monitoring virus protection software, and conducting staff security awareness trainings

### Other Job Duties:

- Performs disaster recovery operations and data backups when required
- Monitors network performance and adjusts via packet shaper if needed
- Confers with network users about solving existing system problems
- PCI compliance
- Responsible for phone system in administration building
- Network equipment purchases
- Vendor relations and negotiations
- Backup to Systems Engineer
- Responsible for all hardware and software inventory
- Maintenance renewals for all network and systems application and hardware
- Gather information for IT Director for yearly budget
- On-call 24x7 IT technician (on rotating basis)

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

|                             | <b>Required</b>  | <b>Preferred</b>   |
|-----------------------------|--|--|
| <b>Education</b>            | <p>Bachelor's degree in Information Technology-related field of study with a network engineering focus</p> <p>Driver's license in good standing</p>  | <p>Certification in networking, servers</p>  |
| <b>Experience</b>           | <p>Network security and administration<br/> LAN and WAN<br/> Network and System Security<br/> Servers (both Windows &amp; Linux)<br/> Evaluating vendors and making recommendations<br/> Vendor relations and negotiations<br/> PCI compliance</p>   | <p>Minimum of four years of experience managing WAN and LAN<br/> Conducting effective trainings<br/> Contract management</p> |
| <b>Knowledge</b>            | <p>Strong understanding of network infrastructure and network hardware</p> <p>Knowledge of application transport and network infrastructure protocols<br/> Knowledge of QoS,<br/> Knowledge of the OSI layer</p> <p>English usage, spelling, and grammar</p>   | <p>PC desktop support</p>  |
| <b>Skills and Abilities</b> | <p>Ability to think through problems and visualize solutions; to troubleshoot and resolve high level network and server issues in a calm but timely manner</p> <p>Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources</p> <p>Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers</p> <p>Ability to create accurate network diagrams and documentation for design and planning network communication systems</p> <p>Excellent organizational, interpersonal, customer service and communication skills; communicate effectively with a wide variety of people, including coworkers, member library staff, and vendors</p> |  |

## REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying

### **Work Environment and Physical Demands:**

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts that require normal safety precautions typical of offices.

Transports servers and network equipment to/from data center and member libraries. Accesses wireless access points from ladders.