

## **SANTA CRUZ COUNTY OFFICE OF EDUCATION**

### **NETWORK ENGINEER**

#### **DEFINITION**

Under general direction of the assigned administrator, design, implement and oversee the County Office and all district LAN and WAN networks. Provide high-level support, problem solve and assist in all areas of computer hardware and software upgrades, maintenance, and repairs.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Assist in the daily activities of the County Office, including but not limited to, attending weekly planning meetings, completing assigned tasks, and overseeing project completion.

Responsible for the installation, troubleshooting, repairing, and maintaining the County Office's and district's local and wide area network equipment including, but not limited to, Cisco routers and switches.

Oversee and continue to develop the virtual server environment and maximize uptime of the entire LAN/WAN.

Assist in planning, developing, and coordinating the installation, updating, and administration of all computer services of the County Office and its schools.

Assure proper operation of the County Office, district and schools' LAN and WAN including Cisco routers, Active Directory, Exchange databases, and other related hardware and software.

Assist in troubleshooting, repairing, monitoring and maintaining all LAN/WAN networks connection.

Assist in the installation of software on computers and networks as needed.

Assist with the installation of computers and hardware as needed.

Assist in developing and implementing equipment and software security policies and procedures.

Create, develop, and implement, in conjunction with the aid of a committee, network security, and disaster recovery policies and procedures to protect the integrity of the data stored on the network.

Stay abreast of new technologies, and their applications.

Advise on hardware and software purchases.

Work closely with other staff in a positive fashion.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Communicate effectively with County Office and district staff regarding features or problems and required solutions.

Perform related job duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required.

**Knowledge of:**

Principles, operation, and capabilities of network hardware, software, and protocols.

Local and wide area network equipment including, but not limited to, Cisco routers and switches.

Maintaining all LAN/WAN networks connection.

Common software programs with ability to learn specialty programs used by the County Office, district and/or schools.

Skill in the use of hardware and protocols specific to the assignments.

The theory and practice of data, computer and network security in a complex environment.

Excellent customer service skills.

**Skill and Ability to:**

Speak clearly and concisely both in oral and written communication.

Perform duties with awareness of all County Office and district requirements and Board of Education policies.

Interact and work effectively and harmoniously with all levels of internal and external customers, utilizing superior customer service/user-support skills.

Accept and take direction from the immediate supervisor as required.

Read, analyze, and interpret software and hardware technical manuals and guidebooks, general business periodicals, professional journals, technical procedures, or governmental regulations.

Write reports, business correspondence, procedure manuals, and network documentation.

**Skill and Ability to (continued):**

Effectively present information and respond to questions from groups of stakeholders including district technology and County Office staff and vendors.

Communicate with staff in a variety of situations.

Define problems, collect data, establish facts, and draw valid conclusions.

Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Must be able to establish and maintain effective, positive working relationships with all technical staff, County Office and district staff members. The ability to assist in bringing the Computer Services staff to a consensus as a team.

**EDUCATION and EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Education:**

Completion of two years of college with a BA degree preferred. Post-secondary training in information technologies or related field required.

**Experience:**

Three to five years of increasingly responsible experience providing with personal computers, servers Basic knowledge of VMWare, Microsoft Server, Cisco iOS, UNIX, and FreeBSD.

**License or Certificate:**

Possession of, or ability to obtain, a valid California driver's license and appropriate vehicle operation insurance.

Cisco Certified Network Associate or Cisco Certified Design Associate certification desired.

Microsoft Certified Professional certification desired.

Gsuite Administrator Certification desired.

**SPECIAL 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 accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:*

While performing the duties of this job, the employee is regularly required to sit, stand, and move about the work area; use hands or handle, fingers, and feel objects, tools, or controls; and talk or hear. The employee may occasionally lift and/or move objects up to 50 pounds. Specific vision abilities required by the job include close vision and depth perception. 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.

**Approval Date:** November 13, 2018