

Lead Network Engineer

Purpose Statement

The job of Lead Network Engineer is done for the purpose/s of leading the design, configuration, installation, maintenance and repair of district wide LAN, WLAN and WAN routing, switching, and voice applications; ensuring data and network security; managing user access and maintaining related records; overseeing primary/secondary datacenters and co-location facilities operations and environments; overseeing staff providing information, direction and/or recommendations regarding network installations and configurations; managing the resolution of network operational issues; and ensuring quality technical support to district customers and managing network projects so that they are communicated well with end users, continually in compliance with the school district's ongoing strategic initiatives and completed successfully.

This job reports to the Manager of Network and Infrastructure

Essential Functions

- Administers systems and servers related to district LAN and WAN (e.g. DNS, DHCP, VOIP, security, etc.) for the purpose of ensuring availability of services to authorized users.
- Attracts, motivates, and retains strong performers for the purpose of maintaining a quality staff.
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- Collaborates with a variety of internal and external parties (e.g. administrators, teachers, engineers, technicians, managers, etc.) for the purpose of providing and/or receiving information and ensuring project success.
- Coordinates with voice, internet, and equipment service providers for the purpose of ensuring reliable network operations.
- Coordinates with other department teams (e.g. systems, data systems, technology support, etc.) for the purpose of ensuring effective communication and collaboration on all network team projects.
- Coordinates with the Infrastructure team (e.g. cabling systems, power, etc.) for the purpose of ensuring a continual, functioning network.
- Deploy and maintain network upgrades and operations (e.g. switches, firewalls, server operating systems and software, etc.) for the purpose of ensuring efficient operations.
- Efficiently manage multiple project responsibilities simultaneously and prioritize work for the purpose of ensuring success for the entire department.
- Evaluates assigned personnel for the purpose of ensuring that standards are achieved and performance is maximized.
- Maintain records for the purpose of complete and accurate documentation of team projects, change logs and network environment.
- Manages assigned projects and program components (e.g. migration to new systems; scheduling installations, product research, etc.) for the purpose of delivering network services in compliance with established guidelines and/or objectives.
- Manages servers and applications for emergency responders (e.g. Cisco Call Manager, Cisco Emergency Responder, etc.) for the purpose of ensuring necessary network access to emergency personnel.

- Manages the complete and timely processing of end-user incidents, requests and problems within the network team for the purpose of providing excellence in customer service to district staff and students.
- Oversee and manage generating requirements, bids and contracts for the purpose of implementing new projects alligned to customer needs.
- Oversee the design and administration of networks (e.g. routing, switching, firewalling, voice, etc.) for the purpose of ensuring effective and efficient systems.
- Oversee the design, implementation, and maintainance of converged voice, video, and data networks for the purpose of delivering technology resources to end-users.
- Oversee the troubleshooting of network hardware and/or software applications within the District's local and wide area networks, telephones and security systems (e.g. servers, switches, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.
- Oversees assigned personnel work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Participates in a variety of planning and development activities, including district wide committees for the purpose of creating short and long range plans for data network support to the district.
- Prepare and present information when needed for the purpose of communication, gaining feedback and ensuring adherence to established procedures.
- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Researches trends, products, equipment, etc. for the purpose of recommending procedures and/or purchases.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing information, direction, technical assistance and support.
- Schedule and attend a variety of meetings for the purpose of providing and/or receiving information and addressing needs, improvements and overall baseline strategy.
- Serves as a technical resource to department and district staff for the purpose of providing information and/or advice regarding active or planned projects.
- Serves as internal project manager for district projects within the network team for the purpose of deploying innovative and successful solutions.
- Supervises assigned personnel (e.g. recommending, training, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department outcomes are achieved.
- Utilizes appropriate project management tools, processes and procedures for the purpose of effectively leading and managing projects.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: Strong troubleshooting skills; utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; preparing and maintaining accurate plans, designs and other records; demonstrated customer service skills, excellent interpersonal skills including oral and written communication, strong project management skills and strong analytical and problem-solving skills.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; ethernet and fiber medium/termination types; networking protocols and technologies including IP, EIGRP, and BGP; datacenter switching technologies; Cisco ACI; network firewalls and content filters; switch and router configurations; wireless technologies and wireless LAN controllers; VOIP; IP Paging; Inter/Intranet applications; data security; and project management, processes and methodology.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours. Ability to keep current on developing technologies and potential impact on district operations. Ability to relate to people and to observe, listen, motivate, and provide leadership. Ability to manage financial, material, and human resources effectively. Ability to develop, implement, monitor and evaluate goals and initiatives.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; working collaboratively with end-users and technology staff to research, design, develop, test, manage, and plan the deployment of new and upgraded software packages; effectively balance projects, tasks and problems; actively participate in team and department meetings; operating within a defined budget. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 10% walking, and 20% standing. The job is performed in a generally hazard free environment.

Experience

Network Administration experience with increasing levels of responsibility is desired. Former managerial and staff supervision experience is desired.

Education

Targeted, job related education with study in job-related area.

Equivalency

In addition to the information listed in the experience and education areas: Prefer a minimum of 5 years of network systems job related experience, along with managerial oversight, project management and network design knowledge.

Required Testing

Pre-Employment Proficiency Test

Certificates

Cisco CCNA or equivalent experience (required)

Other network and systems related certifications

Driver's License & Evidence of Insurability

Appropriate Technology Certification

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Exempt

Approval Date

Salary Range