

IT Senior Network Engineer

JOB TITLE: IT Senior Network Engineer

FLSA STATUS: Non-Exempt

GRADE: 41

DEPARTMENT: Technical Services

APPROVED DATE: 01/1998

REVISED DATE: 06/2019, 02/2022

Job Summary

Work with Information Technology Services Management to design and administer the network infrastructure, wired/wireless connectivity, and internet/intranet services to support Sno-Isle Libraries' core service of providing access to computers and connectivity.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Design and administer the network infrastructure, wired/wireless connectivity, internet/intranet services to support Sno-Isle Libraries' core service of providing access to computers and connectivity.

2. Administer, document and maintain all internal and external connectivity, Internet services and connectivity methodologies. Diagnose performance and connectivity problems with network analysis tools.
3. Manage the efficient use of licensed and unlicensed RF spectrum in all buildings by prioritizing and approving transmitters, writing guidelines, and resolving interference.
4. Develop and manage vendor relationships related to network administration on behalf of Sno-Isle Libraries.
5. Maintains currency on new technologies and platforms and provides recommendations on what emerging technologies should be assimilated, integrated and introduced within Sno-Isle Libraries to ensure IT capabilities respond to the needs of the Library's business strategy.
6. Work with IT Management to develop, enhance and maintain Disaster Recovery services including regular testing of the Sno-Isle IT Disaster Recovery Plan.
7. Work with IT Management to develop the mission and vision of the Sno-Isle Network and A/V services to foster a service-oriented culture and growth mindset driven by continual service improvement techniques.
8. Receive and process requests for technology support services. This includes determining the urgency of service requests for continuity of customer service, suggesting actions to users to overcome technical problems, and diagnosing the issue for assignment to appropriate staff. Work closely with other IT staff as needed to gather information to respond, track and follow-up on service requests to ensure that issues are resolved.
9. Work with IT Management to develop and control the annual operating and capital expenditure budget for Networking and A/V services to ensure it is consistent with the overall Library and IT Strategic Plans.

Additional Duties and Responsibilities

1. Design, select, deploy, document and support Audio/Visual (A/V) systems, including specification documentation and vendor management when outsourcing system implementations or support.
2. Establish and maintain effective relationships and networks with colleagues locally, regionally and nationally.
3. Participate in rotating schedule of providing weekend and emergency technical support to library staff.

4. Attend meetings, trainings, conferences and workshops as assigned to maintain the high level of technical competence needed to perform the duties required.
5. Assist with special projects as required.
6. Perform other duties as assigned.

Supervision

The position reports to the IT Enterprise Infrastructure & Operations Manager. The position does not supervise the work of others but may be required to lead project teams.

Knowledge, Skills, and Abilities

1. Expert knowledge of LAN/WAN hardware, SD-WAN, network theory, Internet protocols and OSI model.
2. Expert knowledge of Cisco and Linux platforms.
3. Strong knowledge of CCA Switching and Routing systems.
4. Ability to secure servers, data and LAN/WAN network infrastructure.
5. Strong customer service and communication skills.
6. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
7. Ability to communicate effectively with diverse audiences.
8. Ability to work cooperatively and maintain effective working relationships with the public and co-workers.
9. Ability to communicate computer concepts and terminology with other staff.
10. Ability to plan, prioritize and perform the installation, maintenance and repair of network communications systems within established timeframes.
11. Ability to investigate and diagnose complex problems in a multi-platform environment and to develop effective solutions.
12. Ability to operate relevant computer systems including hardware and software, such as word processing, database, and spreadsheet software, e-mail, and internet navigation in addition to other office equipment and security systems.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Bachelor's degree in computer science or related field plus a current networking certification is required.
2. At least 7 years of experience working with network systems support and configurations or equivalent combination of technical training and related experience.
3. Cisco and Linux certification is required.
4. Experience leading IT transformational initiatives in complex and dynamic environments preferred.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent must be able to operate hand tools, move equipment or materials weighing up to 50 pounds, and must be able to set up equipment used in training and demonstration.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.