

Job Title: Network Engineer

Principal Duties and Responsibilities:

- Supports the planning, configuration, and implementation of reliable, Cisco Voice Infrastructure Solutions
- Participates as a technology representative in inter-agency teams assembled to research technology projects
- Ensures that all local, state and federal laws and regulations are followed in the area of responsibility
- Actively develops procedures and standards
- Documents new and existing network infrastructure
- Inspect premises to ascertain location and space available for new equipment installation
- Coordinate and schedule installation of equipment with vendors
- Work with vendors, application developers and other technology groups to resolve problems
- Prepares floor plans for the arrangement of equipment for customer or architect approval
- Prepares cost estimates for equipment installations and submits data to management for approval
- Prepare analysis for types and quantities of equipment to be installed
- Analyze and specify environmental conditions for new hardware installation
- As required, provides consulting to other technology groups
- Prepare and simulate disaster recovery action plan
- Prepares management reports from project information
- Develops and maintains Infrastructure Support processes that are in harmony with PMO and enterprise practices
- Implements plans and projects in a timely and efficient way
- Develops Infrastructure Support and Business Services performance measures
- Provides third-level support in the maintenance of network infrastructure

Knowledge, Skills and Abilities:

- Cisco CallManager, CallManager Express, Contact Center Express, Unity, routers, switches, and related voice hardware
- Effective problem-solving and decision-making skills
- Proficient knowledge of Enterprise LANs and WANs
- Comprehension of the OSI reference model
- Experience with switched Ethernets, VLANs, and layer three switching
- Experience with routing (EIGRP, OSPF, RIP, BGP)
- Concepts of Internet, VPN, Intranet and Extranets
- SNMP Network Management platforms / interoperability
- Understanding of traditional PBX, POTS Lines, Centrex, PRI, and SIP technologies
- Familiarity with MPLS, ATM, Sonnet, Frame relay, PPP, wireless, mobile computing, satellite, radio, DS3, T-1 and ISDN BRI/PRI
- Network test equipment: network/protocol analyzers, fiber/copper cable testers, various transmission test sets
- Possess excellent verbal and written communications skills
- Team facilitation skills
- Individual coaching and mentoring skills
- Project management skills
- Negotiation and consensus building skills
- Subject matter expertise in one or more Infrastructure Support technical disciplines