



Job Description

Job Title: Network Engineer

JTC: TCI

Salary Range: N07

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for configuration, deployment, testing, maintenance, upgrades, management, monitoring and troubleshooting the enterprise LAN and WAN network components to provide a secure, high performance network. Ensure network stability and operational excellence.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have knowledge of internet, computer, routers, switches, firewall, etc., in order to perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations. Experience with Cisco Enterprise networking solutions, VOIP environments, and advanced understanding of LAN/WAN technologies. Must possess the ability to increase job knowledge through continuing education and/or other professional development opportunities.

Strong understanding of network infrastructure and network hardware with the ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers. Able to diagnose, resolve, and document hardware/software and network problems and provide end user training and support as required. Must be a self-starter with the ability to work independently and in a team-oriented, collaborative environment; must be dependable, flexible and adaptable to change.

Ability to interact and maintain working relationships with diverse stakeholders and constituents internal/external to the organization to ensure business needs are met. Attend or lead meetings to solicit ideas and/or recommendations for process improvements. Ability to work with all levels of staff within and outside the IT organization.

Able to quickly learn new or unfamiliar technology and products using documentation and other readily available resources. Strong attention to detail and time management with the ability to prioritize assignments in an organized manner. Must be able to monitor network performance to determine if adjustments are necessary. May be asked to provide specific detailed information for hardware and software selection.

Must be able to convey technical, administrative knowledge or complex information to others in non-technical terms. Must have excellent interpersonal, listening, oral and written communication skills to



present reports, contracts and/or proposals for internal audiences and external organizations. Must be able to provide exemplary customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with three (3) years of network management experience in a medium to large scale enterprise. A valid driver's license is required to due to extensive travel throughout the DCCCD area to all college/locations. Official transcripts will be required. Member of a 24/7/365 enterprise-wide team. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Establishes and maintain networking environment by documenting and ensuring system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization. Updates job knowledge by participating in educational opportunities.

Implement systems using procedures consistent with established DCCCD guidelines, industry standards and the Information Technology Infrastructure Library (ITIL), including change control and management. Performs disaster recovery operations and data backups as required. Diagnose, resolve, and document hardware/software network issues for local and remote locations. May perform security and configuration audits and system backups and recovery. Tests and monitors network performance and provides network performance statistics as requested.

Confers with diverse IT staff, network users, contractors and vendors within the DCCCD community network in the management of network security solutions. Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services. Coordinate computer network access and use.

Responsible for monitoring and assessing the functionality of the network routers, ensuring all internet security software is updated regularly. Responds to incoming notifications via various methods (principally SMS alerts) regarding network connectivity problems and other exceptions.

Supports development and implementation of networking projects, prioritizing tasks, meeting deadlines and adhering to allocated budget. Prepares, maintains and adheres to procedures for logging, reporting, and monitoring of statistical network data. Interfaces with a diverse array of stakeholders and constituents within the DCCCD community network daily to ensure district needs are met. Must have excellent interpersonal, oral and written communication skills to be able to converse and interact with diverse, multi-cultural constituents internal/external to DCCCD.



Perform other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.