



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Network Engineer
REPORTS TO: Director of MIS

STATUS: Exempt / Non-union
RANGE: 33

POSITION SUMMARY: The Network Engineer responsibilities include: network system management and design; workstation management and interface; performance and problem analysis of the network, including servers, routers, switches, firewall, etc.; project, programming and communications support. Supports SUB phone and voicemail systems. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Conducts network performance analysis and takes action to improve network performance by fine-tuning and evaluating network parameters.
5. Creates and maintains environment for maximum operational efficiency of computers and peripherals.
6. Manages server resources; evaluates network administration software.
7. Manages network components including: routers, switches, firewall, servers in Microsoft UNIX and CISCO environments, etc.
8. Designs hardware configurations for network modifications and expansion.
9. Ensures user satisfaction for WAN/LAN performance.
10. Maintains an up-to-date hardware and software inventory associated with both WANs/LANs and core processing resources.
11. Maintains documentation and procedures of network topology, configuration of WAN/LAN components.
12. Performs analysis/troubleshooting to resolve complex problems with hardware and software; maintains history file of problems encountered and resolution.

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13. Sets up new users on the network, assigning security rights, user account restrictions, network time restrictions and user group restrictions. Sets up backup and restore procedures for installed software, user programs and data.
14. Oversees and maintains network and internet security.
15. Installs network software, ensuring proper documentation of the installation and configuration.
16. Responds appropriately to customer requests for assistance.
17. Provides technical and administrative support of enterprise phone and voice mail systems; updates user profiles and support installation and movement of phones; conducts analysis for improvement of the phone and voice mail systems to take advantage of emerging technologies and enhance external customer service.
18. Optimizes application software network performance. Advises users when evaluating software for network applications.
19. Advises customers in optimal design for hardware configurations.
20. Assists and advises customers on programming projects involving software and operating systems such as Windows NT Server and Workstation, UNIX, etc.
21. Writes scripts and programs to automate tasks in UNIX and Microsoft systems.
22. Identifies emerging technologies that may be integrated, or introduced within the company.
23. Maintains a working knowledge of hardware and software technologies and prices.
24. Meets with industry experts; reads professional periodicals; demonstrates new software.
25. Advises the Information Technology Manager on potentially beneficial hardware and/or software; attends conferences and training seminars.
26. Provides database administration on UNIX PCS system.

Marginal Functions

27. Recommends special training when necessary.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB’s Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum three years experience in network administration, server and workstation installation and setup with Windows NT preferred or Novell
- Minimum three years experience in Ethernet technology and WAN/LAN topology
- Minimum of one year experience in telecommunication administration, including telephone, facsimile, data circuits and voicemail
- Experience in documentation of system configuration
- Experienced in serving as project leader

Knowledge, Skills & Abilities

- Network administration, server and workstation installation and setup
- Ethernet technology and WAN/LAN topology
- Telecommunication administration, including telephone, facsimile, data circuits and voice mail
- Documentation of system configuration
- Serve as a project leader
- Troubleshooting workstation and printer hardware and operating systems
- Proficient in Microsoft Office suite products and the ability to train users in basic functions of this software

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- Resolve user problems associated with Microsoft software
- Communicate effectively orally and in writing
- Excellent organizational skills and attention to detail

Education

- High school diploma or equivalent
- Bachelor's degree in computer science or related field, or equivalent combination of education and experience
- MSCE certification preferred

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels and numerous other written documents.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a telephone.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.

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- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, printer, scanner, digital camera, typewriter and other office equipment.

Revised: June 1, 2016