JOB DESCRIPTION

LGCA

TITLE: Network/Systems Engineer

REPORTS TO: Director of Technology

FLSA STATUS: Exempt

SUMMARY: Responsible for LGCA network infrastructure, internet, firewall, security. Install, configure, and maintain LGCA's complex systems, network and software.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. To act as a focal point or first line of communications to the end user in the event of a network and hardware failure prior to contacting the contracted service personnel.
2. Experienced for troubleshooting complex problems in networks, systems or applications.
3. Responsible for all aspects of availability and reliability of network equipment. Including software upgrades and troubleshooting.
4. Responsible for network infrastructure and all routing (BPG, OSPF, EIGRP)
5. Responsible for network security, firewall, DDoS policies, monitoring and maintenance.
6. Responsible for load balancing support for application.
7. Respond to service outages.
8. Responsible for documentation and organization of network diagrams and configurations.
9. Work with school districts with regards to local project assessment, implementation and troubleshooting interconnectivity to the Lake Geauga
10. Must be able to work well with others in a fast paced environment.
11. Work cooperatively with all LGCA personnel as well as the public.
12. Attend meetings which deal with software/hardware/network/security enhancements as it relates to their duties.
13. Work with network providers and OARNET.
14. Assist the Director of Technology in evaluating software/hardware/network performance.
15. Knowledge of VoIP, Video Conferencing, email, helpdesk and web applications.
16. Good Organizational Design Skills
19. Assist with Windows System Administration
20. Assist with Enterprise Backups for Datacenter and Customers, maintaining system backups and logs, maintain disaster recovery systems and plans.
21. Assist with Video system infrastructure Including WebEx and other Teleconferencing systems.
22. Assist with VoIP service requests
23. Assist with Helpdesk Management and deployment
24. Provide help-desk support and tracking for technical related areas pertaining to LGCA supported services.
25. Logs and tracks calls, maintains history records and related problem documentation.
26. Prepares standard statistical reports, such as help desk incident reports.
27. Stays current with technologies through meetings, trainings and industry publications.
28. Perform other duties as approved or assigned by the Director of Technology.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Gathers and analyzes information skillfully; Works well in group problem solving situations.
Technical Skills - Strives to continuously build knowledge and skills; Shares expertise with others.
Communication-Oral/Written - Listens without interrupting and gets clarification; Edits work for spelling and grammar. Ensures that regular consistent communication takes place where necessary internally and externally.
Team Work - Balances team and individual responsibilities; Contributes to building a positive team spirit.
Fiscally Responsible - Conserves organizational resources.
Ethics - Works with integrity and ethically; Upholds organizational values.
Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
Dependability - Follows instructions, responds to management direction; Completes tasks on time or notifies appropriate person with an alternate plan.
Initiative - Undertakes self-development activities.
Innovation - Meets challenges with resourcefulness.
Judgment - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.
Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.
Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions.
Professionalism/Customer Service - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments; Responds promptly; Builds and maintains customer satisfaction with the products and services offered by the organization; Provides excellent service to internal and external customers.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Degree/Associate degree is preferred. Experience in the computer industry is highly desirable. Individual should have a have experience in managing and supporting network infrastructure. Experience in network security, configuration, firewall management, VoIP, and helpdesk along with the ability to interface well with end users. A combination of education and experience is desirable.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Strong interpersonal communications skills are required.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge and experience of Database software, Adobe, Excel, Word, and Power Point. Use of computer, hardware and instructional equipment is required.

Certificates and Licenses:

No certifications are required. Certificates in Microsoft, Apple, VMware, Cisco or other technical related certificates are favored.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.   The noise level in the work environment is usually moderate.

Physical Demands:

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

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include Close vision and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to have dexterity of hands/fingers to operate a computer keyboard and other office equipment; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.

Background Checks:

Must submit for a BCI/FBI criminal records check per ORC 3319.39.

Terms of Employment:

This is a full year position with salary and benefits as established by the Board of Directors.

Evaluation:
This position is annually evaluated by the Director of Technology and the Executive Director.

Disclaimer: The LGCA reserves the right to revise or change job duties and responsibilities as the need arises. The job description does not constitute a written or implied employment contract.