



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Network Engineer
Reports To: Technology Services Director
FLSA Status: Exempt
Prepared By: Human Resources
Approved By: N/A
Prepared Date: 06/2005
Last Revised Date: 12/2015

Summary:

Develops and maintains LAN/WAN systems on a regional and ISP basis. Uses knowledge of TCP/IP and LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements.

Essential Duties and Responsibilities:

- Performs Internet service provider (ISP) level support and troubleshooting for customers including configuring and troubleshooting routing protocols such as BGP, EIGRP and OSPF.
- Configure, maintain, and troubleshoot routers, switches, firewalls, and other networking devices including Cisco (Primary), HP, 3COM and Aruba. Including configuring and troubleshooting IOS, NX-OS, VLANs, VSS, VRF, ACLS, Spanning Tree, IPV4, DNS, DHCP, IPSEC, SSL-VPN.
- Configure, maintain, and troubleshoot wireless infrastructure including Cisco (Primary), Aruba and Aerohive.
- Configure, maintain, and troubleshoot LightSpeed Content filters.
- Troubleshoot, isolate, implement and recommend corrective action based on network problems impacting multiple districts, sites and buildings.
- Perform information gathering and discovery/confirmation diagnostics during outages.
- Schedule and perform software upgrades including the uploading, testing and validation of network equipment software.
- Monitor network traffic and makes necessary recommendations for additional resources or hardware.
- Manage physical plant including fiber network design and troubleshooting.
- Prepare and maintain documentation of network standards, configurations, procedures and cabling layouts.
- Experienced with Wireshark, Solarwinds NPM, Cisco Prime, NetFlow, SNMP, etc preferred.
- Regular and consistent attendance.
- Other duties as assigned.

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook

Education and/or Experience:

5 or more years of related experience

Certificates, License, Registration:

Two or more of the following certifications are required: CCNP Route-Switch, CCNP Wireless, CCNP Service Provider, CCIE Route-Switch, CCIE Wireless, CCIE Service Provider

Other Skill & Abilities:

Works in a team oriented fashion and shares information and knowledge with co-workers

Possess strong customer service orientation

Manage projects and tasks in ticketing and project management systems

Communicate and coordinate network maintenance, operational status, and downtime to users and management.

Aid in the development of business continuity and disaster recovery plans.

Ability to listen and communicate effectively

Strong problem solving ability

Displays willingness to support and make decisions with sound judgment in timely manner

Ability to read, analyze and interpret data

Ability to write reports, correspondence and procedures

Adapts to frequent changes in the work environment

Practices safe work habits

Uses equipment and material properly

Knowledge of bandwidth provisioning/packet shaping

Experience with electronic document management/retention

Supervisory Responsibilities:

This job does not include supervisory responsibilities.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to reach with arms and hands, stand, walk and sit. The employee must frequently lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually quiet.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Director, Tom Zahrt; & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.