

Network Engineer/Network Administrator

Summary:

Under limited supervision, performs network administration & planning for all aspects of IT-network infrastructure - to include network equipment, servers, and software applications. Brings in reliable, durable, and cost-effective solutions for all IT related needs.

Relationships:

Works under the direction of the Network Operations Manager/Network Architect; this position requires excellent technical, customer service, and organizational skills to support network operations for customer connections, administrative personnel, and staff. This position requires the ability to function successfully in both team and independent work environments.

Duties and Responsibilities:

- Perform a wide range of network administration duties including installations, debugging, maintenance, upgrades, and general support for Cisco, Juniper, HP, Nortel, and Extreme network equipment.
- Evaluate, test, and deploy all software and hardware upgrades to the networking infrastructure.
- Assist in the configuration and deployment of core and peripheral network devices, which will require continuous learning of new devices (i.e. Nexus switches, ASR routers, and long haul optical equipment).
- Proactive monitoring of all network devices, services, and servers using a combination of tools to ensure high availability and SLA's.
- Collect and review network utilization data for capacity and planning purposes
- Assist in developing, implementing, testing, and maintaining disaster recovery plans.
- Interface with vendors for procurement & maintenance of all IT infrastructures.
- Manage & troubleshoot network and Internet connectivity throughout the organization.
- Work closely with the fellow tech team members to provide end-user support and issue resolution.
- Maintain up-to-date knowledge of emerging tools and technologies.
- Research, evaluate and recommend technologies to support business requirements.
- Rigorously create and maintain documentation for all processes and procedures.
- Collaborate with and support the work of other staff engaged in similar functions
- Attend and actively participate in weekly meetings.
- Coordinate with the rest of the MIS team to meet the team objectives.
- Provide emergency 24 x 7 on-call support on a rotating basis.
- Perform other duties as assigned.

Qualifications:

- Degree in Networking, Computer Science, Information Technology, or related work experience (relevant experience - field preferred – and education may be considered in lieu of a degree).
- Minimum 2-3 years of experience in Network Administration
- At least 2-3 years of experience working with networking equipment specifically, including maintenance and upgrades.

- Significant experience working with Linux and Windows servers and network monitoring tools.
- Strong knowledge of networking, including: TCP/IP, Vlans, Ethernet, SONET, switching, routing and routing protocols (BGP/OSPF), 802.1Q, and DNS.
- Strong technical aptitude and ability to research & solve complex issues independently.
- Willingness and ability to learn new skills and apply them as needed.
- Ability to effectively communicate issues and resolutions to all levels of the organization.
- Ability to maintain confidentiality with sensitive customer and internal information.

*******Employment contingent on Federal security clearance*******

To apply for this position, please send your résumé and cover letter (with salary requirements) to resumes@ercbroadband.org to the attention of the Network Operations Manager.