

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS AND NETWORK ENGINEER TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Reporting to the Senior Communications Engineer, this position ensures high levels of IT customer service and is in charge of enterprise projects within the area of design, installation, implementation, and maintenance of the district's communications and network environment. Serving as part of Network/VOIP team, this individual will be accountable for operations and effectiveness of the following areas: Telephony Services; Network and Infrastructure; Cyber Security; and Communications and Security Projects.

The role requires a thorough understanding of physical and core technologies, and close collaboration with other department and district stakeholders. The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills with the drive and hands on leadership qualities needed to deliver on challenging project goals.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Ensures execution and delivery of IT project portfolio and initiatives.

Thorough familiarity with and documentation of the district's WAN and LAN network topology and infrastructure, computing device inventory, and information technology operations, policies, and procedures.

Install, configure, and maintain Cisco switching devices, wireless controllers, wireless access points, and firewall and the associated services (DHCP, SNMP, VLAN, etc.).

Install, configure, and maintain servers and user accounts with an emphasis on group policy assignment and PowerShell scripting.

Configure and utilize the Google Apps Director Sync and Google apps manager utilities for the automation of Google Apps for Education user accounts.

Serve as the administrator of the district's internet content filtering service.

Monitor and analyze LAN, WAN, and internet bandwidth utilization to prevent and/or resolve network performance issues.

Partner with stakeholders to identify, develop, implement, and assess emerging technology strategies.

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Identify and assess current and emerging opportunities that impact: IT procurement, hybrid and multi-cloud, cyber security, edge and IoT infrastructure and security, account provisioning implementations, and end-user computing configurations and deployments.

Develops and maintains in-depth knowledge of the inner workings of district's enterprise operational systems.

Develops and maintains processes for consistency and increased productivity.

Develops an effective process for prioritizing and managing cross-functional IT projects.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

Coordinates with department on disaster and contingency emergency management planning and preparedness.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Windows and Apple OS/iOS.

Understanding of partner ecosystems and the ability to leverage partner solutions to solve district IT needs.

Availability for 24-hour on-call support and willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

Maintains continuing education credits to keep licensure current and participates in professional development to remain current with emerging technologies and educational research.

Holds valid North Carolina driver's license.

ADDITIONAL JOB FUNCTIONS

Perform other duties as assigned.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree or equivalent work experience preferred.

Minimum of three years of in enterprise-scale cloud and/or hybrid infrastructures, architecture designs, migrations, and/or technology management.

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Minimum of three years of experience providing OS, iOS and macOS related technical support or training to end-users.

CompTIA Network + certification (If not currently certified; Will obtain certification within one calendar year (365 days).

Minimum of three years of implementing districtwide eRate projects.

Strong working knowledge of physical IT infrastructures (e.g. Servers, SANs, Networking, etc.) that include:

- Three years or more of server platform experience
- Three years or more of wired / wireless network configuration and support experience
- Three years or more of VOIP/Telephony services experience

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, typewriters, copiers, facsimile machines, calculators, etc. Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body. Light Work usually requires walking or standing to a significant degree.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, articles, applications, etc. Requires the ability to prepare correspondence, reports, forms, position papers, evaluations, budgets, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the principles of descriptive statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

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Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Working experience with enterprise systems, applications, and operations.

Proven leadership skills with the ability to work alongside and coach team members.

Perform and execute organization's safety programs and policies, and compliance knowledge assessments.

Hands-on experience with supporting large-scale IT initiatives within a public school educational environment.

Ability to adapt and solve challenges quickly and efficiently.

Ability to work independently and as part of a team.

Ability to effectively prioritize and execute tasks in a dynamic and high-pressure environment.

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

Working knowledge of cabling infrastructure and electronic components required for networking.

General knowledge of software copyright guidelines for educational use.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a

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comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.