



SYSTEMS ENGINEERING SUPERVISOR

GENERAL RESPONSIBILITIES

Under the direction of the Coordinator of Telecommunications, the position is responsible for supervising and assigning the day-to-day work of the Network Infrastructure Team. This team is accountable for the maintenance of the division's networking hardware, wireless Distance Learning, and the equipment that provides access to Internet and Intranet resources, as well as, some data storage systems. The position will provide both hands-on tactical management and strategic direction for IT Infrastructure Operations. Work involves engineering of assigned systems for configuration, tuning or problem mitigation, assignment and management of resources to technology projects, and overall project management.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Manage the Technical Architecture, Network Services (LAN, WAN, Internet, Intranet, and Extranet & Wireless Mobility), NG Firewalls and Content Controls, End-Point Technology and Support systems.
- Lead Infrastructure team in all technical aspects; provide technical Project Management ranging from single system upgrades to enterprise wide projects.
- Oversee the analysis, design, installation and configuration of wired and wireless networks, including those serving telecommunications and data storage, to ensure that network resources are adequate to meet current and future needs.
- Schedule personnel on a daily basis to complete planned systems maintenance and systems health monitoring, as well as, unplanned work such as failed system remediation and recovery.
- Maintain, manage, and troubleshoot all network related issues.
- Perform routine checks on critical systems to ensure proper operation and minimize downtime.
- Provide daily reports of enterprise systems status to coordinator.
- Provide a weekly detailed report of personnel and technical systems performance.
- Provide weekly and ongoing reports of all tasks and the status of projects to the coordinator.
- Provide input for annual evaluations on personnel assigned to the Network Infrastructure Team.
- Evaluate new technology and resources for future implementation in the division.
- Present and provide technical training for staff in the Department of Technology as needed.
- Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of a complex Enterprise Network infrastructure including Enterprise Network Hardware. Must have a knowledge of Fiber Cabling Network and other adhoc WAN/WLAN/LAN systems with 24x7-uptime requirement. Must have the ability to establish and maintain effective working relationships with staff; work under time constraints; organize and perform work independently; perform lead role in technical work; train staff to perform complex technical tasks; prepare and maintain computerized records and systems; meet with the public effectively; and plan and supervise the work of others.



EDUCATION AND EXPERIENCE

Bachelor's Degree and five (5) years of experience as a technical supervisor or manager required. Certifications or equivalent experience in technical areas relevant to the VBCPS environment, such as those listed under special requirements, is highly desired. (Cisco Certified Network Professional, or Cisco UC Support or Design Specialist, etc.) Must have solid experience and comfort working and interacting with external vendors on problem identification and resolution, and account management. Must be experienced with configuring and troubleshooting networking gear (firewalls, routers, switches, wireless, desktop devices, mobile devices); engineering and designing large wired and wireless networks; writing, maintaining, and implementing information security and application access policies; leading on-call and first-line troubleshooting efforts for internal infrastructure and systems issue; and documenting processes for yourself and others.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various computer related devices and equipment. Significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling. Must have the ability to lift 50 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks

SPECIAL REQUIREMENTS

- Possession of a valid driver's license.
- Regular and reliable attendance is an essential function of this position.
- Cisco / Fortinet Firewalls: 3 years (Preferred)
- Cisco Switching: 3 years (Preferred)
- Cisco Call manager: 3 years (Preferred)
- Cisco Nexus: 3 years (Preferred)
- Enterprise Networking: 3 years (Preferred)
- Data Center Infrastructure: 3 years (Preferred)
- Infrastructure Project Management: 3 years (Preferred)