



**Job Title:** Lead Network Engineer Applications

**Exemption Status/Test:** Exempt

**Reports to:** Assistant Director

**Date Revised:** August 2021

**Dept. /School:** Network and Communications Infrastructure

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### **Primary Purpose:**

Maintain and support the Enterprise Servers and Applications platforms so that users receive reliable and secure access to required enterprise applications resources.

### **Qualifications:**

#### **Education/Certification:**

Bachelor's degree in education or Information Technology, or eight (8) years additional experience in a Technology supporting role

Certifications in Information Systems, Cybersecurity, Certified Information Systems Security Professional, or server operating system preferred.

#### **Experience:**

Minimum five (5) years implementing, maintaining, and troubleshooting server environments, ten years preferred

#### **Special Knowledge/Skills:**

Working knowledge of Microsoft Operating Systems in an enterprise server domain environment

Working knowledge of virtual server environments, VMWare experience preferred

Working knowledge of network monitoring tools, SolarWinds experience preferred

Working knowledge of Active Directory domains and LDAP

Knowledge of Remote Desktop technologies and protocols

Knowledge of Database Serves and Database Management (SQL, MySQL)

Knowledge of web services (HTTP, NTP, 5P, DNS, etc.)

Knowledge of Proxy servers and Web Filtering Systems

Knowledge of process work flow through an Information Technology environment

Working knowledge of SAN technologies (shared storage, iSCSI, etc.)

Ability to work in a high pressure, fast-paced environment

Excellent Communication and decision-making skills

Outstanding team player

Must have familiarity with data Center network topologies

Must have the ability to think critically and solve complex issues

### **Major Responsibilities and Duties**

1. Provide 24 hours support for network server environment in an on-call rotation.
2. Develop and maintain an on-call rotation schedule.
3. Responsible for the design, effective use, regular maintenance, and life cycle of the following:
  - a. Enterprise server (compute, storage ) systems
  - b. LDAP service and queries
  - c. Time synchronization using NTP and proprietary protocols
  - d. Naming and delivery protocols such as DNS/DDNS/DHCP, and WINS
  - e. Organization and access domain systems such as Active Directory

4. Diagnose and troubleshoot network issues using protocol analyzer tool.
5. Evaluate, counsel and assist academic departments in the implementation of third-party vendor hardware and software.
6. Be cognizant of specialized business hardware and applications used throughout the district.
7. Test, evaluate and integrate new network environments and technologies.
8. Design/install/support computer system policies.
9. Protect servers and network environment from viruses/malware.
10. Communicate with vendor support personnel to resolve hardware and software issues in timely manner.
11. Assist Assistant Director in planning, developing, and maintaining Annual Budget.
12. Provide training for server staff.
13. Provide after-hour/weekend support for special projects or critical components.
14. Other responsibilities and duties as assigned.

**Supervisory Responsibilities:**

Engineers, administrators, specialists, and technicians as assigned by the Assistant Director

**Mental Demands/Physical Demands/Environmental Factors**

**Tools/Equipment Used:** Standard office equipment such as personal computers and peripherals

**Posture:** Frequent standing; some kneeling, squatting, bending, stooping, pushing and pulling

**Motion:** Walking; reaching overhead, front, side and back

**Lifting:** Moderate strength needed in arms, shoulders, back and legs; lifting or carrying PCs up to 25 pounds for short distances

**Environment:** Work inside in office, classroom and computer lab environments; frequent district wide travel; occasional prolonged and irregular hours

**Mental Demands:** Ability to communicate effectively (verbal and written); interpret policy, procedures, and data; coordinate district functions. Provide technical expertise and problem-solving skills in support of Network Engineers, Technology and Information Systems personnel and district staff. Exhibit self-control and patience when dealing with staff; work with frequent interruptions; maintain emotional control under stress.

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.