

JOB DESCRIPTION
Puyallup School District
Professional Technical - Level 18

Network/Telecommunications Engineer 3

Purpose Statement

The Network/Telecommunications Engineer 3 architects, designs, engineers, installs, configures, and maintains the network infrastructure of the entire district. The Network/Telecommunications Engineer 3 should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

Essential Functions

- Works with various departments and other technology department teams to ensure coordination of network/telecommunications team and resources to accomplish the needs and support of the district.
- Works with network/telecommunications team and helps plan, organize, and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within the technology department and the district to ensure follow-through.
- Manage tasks, timelines, and deadlines with assurance to customers.
- Contributes knowledge and expertise of area to technology department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Assures network security, availability, and integrity.
- Collaborates with network team, technology department leadership and other teams or departments.
- Follows direction of team lead.

Network Focused Functions

- Supports and troubleshoots Tier 3 Network Infrastructure (Enterprise Phone System; RF Communications equipment; Wireless LAN and WAN devices; Network, Telecommunications, and GPON Routers and Switches, etc.).
- Helps develop and document processes and procedures regarding Network, Telecommunications, and RF Communications infrastructure.
- Designs and engineers Local Area Network (LAN), Wide Area Network (WAN), Wireless Local Area Network (WLAN), Wireless Wide Area Network (WWAN), PBX, Voice over Internet Protocol (VoIP), IP/SIP telecommunications, and Radio Communication networks for highest uptime and capacity use.
- Collaborates with outside vendors and Design Engineers explaining the districts design of the network infrastructure ensuring it meets the district's requirements.
- Configures and installs network switches, Wireless Access Points (WAP), Uninterruptible Power Supply (UPS), Voice over Internet Protocol (VoIP) and SIP phones, , Media Gateways, radio communication equipment, and respective cabling to districts standards.
- Engineers, manages, and maintains Active Directory and DHCP for 802.1x network security.
- Analyzes and rectifies complex faults on the network to meet defined service levels.
- Designs, maintains, and repairs GPON networks and hardware.
- Performs RF Frequency Coordination and maintains District licensing and locations.
- Maintains RF handheld radios, base-station, repeaters, and voting systems.
- Maintains network and communication infrastructures to meet and enhance network the environment.
- Creates, updates, and manages network monitoring tools for effective alerting and reporting of network, telecommunications, and RF communications infrastructure health.
- Coordinates network and telecommunications move, add, changes.
- Administers and maintains telecommunication servers.
- Installs and repairs fiber and copper cabling.
- Analyzes, creates, and reports on project implementation plans to minimize risk to network availability.
- Maintains and extends technical skills and knowledge to remain proficient in the role.
- Architects, plans, installs, and assists in hardware and software purchases for network and telecommunications infrastructure.
- Ensures maximum uptime of networks and diligently maintains its highest availability by monitoring, prioritizing and actively resolving issues of network downtime.
- Trains other team members in skills, knowledge, and abilities of job duties.
- Helps develop long-range operational goals for network, telecommunications, and RF infrastructure.
- Creates and updates technical documentation for individual and team use.
- Ensures all assigned equipment, vehicles, and Personal Protection Equipment (PPE) are maintained in good working order.

Other Functions

- Leads small teams to accomplish tasks, projects, and goals of the department.
- Collaborates with department leadership team to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS required to perform multiple, technical tasks with a need to occasionally upgrade skills to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include cross-disciplinary troubleshooting knowledge of applications, server, network telecommunications, and RF communications infrastructure; analytical thinking, being thorough and attentive to details, being self-motivated and resolving problems using best practices and/or established methods. Other skills required include establishing and maintaining effective working relationships with others; expressing ideas and information clearly and respectfully; leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district, setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding ticket resolution; beginning project management skills working with team and other teams inside and outside of department.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; computer installation, maintenance and software support to perform computer troubleshooting; routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN), Wireless Wide Area Networks (WWAN) and other network related technologies; network protocols, including TCP/IP; RF Communications Equipment; Layer 2 and 3 routing protocols; IP multicasting; Network Monitoring Software; Microsoft System Center software; Active Directory and other server related technologies; desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices. Expert knowledge of network infrastructure environment and how it impacts the organization.

ABILITY to lead others is required, including focusing on continuously improving the customer experience, working with various departments, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Ability to communicate effectively with people at all levels of experience and responsibility throughout the district is required. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; to lift up to 50 pounds using proper lifting techniques; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision.

Responsibility

Responsibilities include working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. Must be able to lift up to 50 pounds.

Experience

Minimum five (5) years of experience designing, engineering, installing, and maintaining a network or telecommunications environment.
Minimum five (5) years networking experience configuring routers, switches, wireless, enterprise telecommunications systems or systems operations.
Minimum two (2) years of experience planning, managing, prioritizing, assigning, and monitoring work to meet objectives of multiple or competing priorities/projects.

Proficiencies

Telecommunications and Network Switching (Capacity Planning & VLAN's)
GPON network technologies
Routing (OSPF)
WAN Technologies

Voice Technologies (POTS, VoIP, SIP, Trunking)
Cisco Routing and switching
HP routing and switching
Familiarity with VPNs, VOIP, SIP Trunking, VLAN, Large Scale Wireless Deployments
Telecommunications software such as Call accounting, Voicemail, TFTP, and other related technologies
Radio Communications Technologies

Education Associate degree in technology field and/or holds current industry certifications (e.g., CompTIA A+, Network+, Security+, CCNA, etc.) required.
Bachelor's degree in technology field preferred.

Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required

Certificates/Licenses

Valid Driver's License and Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance