NETWORK ENGINEER

Reports to: Information Technology Services Management
Division: Administrative Services

Our ideal candidate
You are a detail-oriented information technology professional with exceptional technical skill in the design, implementation, and maintenance of a LAN/WAN infrastructure. You bring expertise in supporting complex, multi-site environments and excel at ensuring secure access for all users, which include not only employees but also students in programs such as Juvenile Court and Community Schools, Special Education, and Early Care and Education. You are proactive, collaborative, and deeply committed to maintaining the confidentiality, integrity, and availability of network resources, while meeting all applicable legal and regulatory requirements.

General description
Under general direction, design, configure, monitor, and maintain SBCEO's local and wide area network infrastructure to ensure security, reliability, and high performance; provide technical expertise to support instructional and operational programs, including school-based programs with specialized security and privacy requirements; implement best practices for networking, security, and compliance; and provide recommendations to management on network access and usage policies that meet the unique needs of SBCEO programs.

Specific duties and responsibilities
- Design, implement, and maintain secure and efficient LAN/WAN infrastructure, including wired, wireless, and virtual networks; design, implement, and support enterprise VoIP solutions, leveraging Quality of Service (QoS), VLAN segmentation, and network optimization to deliver high-performance voice services.
- Monitor network performance, identify bottlenecks or vulnerabilities, and proactively resolve issues to ensure high availability and reliability.
- Implement and maintain firewalls, switches, routers, VPNs, and other network devices to support secure connectivity across multiple sites.
- Configure and maintain secure network access for staff working at different sites and using a variety of devices.
- Support the networking needs of instructional programs, including Juvenile Court and Community Schools, Special Education, and Early Care and Education, ensuring compliance with applicable laws and policies protecting student information and regulating access as needed.
- Administer, maintain, and troubleshoot IP-based video surveillance systems, including camera deployment, network connectivity, storage management, and performance optimization to ensure reliable security monitoring and recording.
- Develop, implement, and document network security strategies and practices to protect SBCEO's systems and data from unauthorized access or breaches.
- Collaborate with Information Technology Services team members and program administrators to assess current and future network needs in support of both operational and educational objectives.

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- Provide technical expertise in the evaluation, selection, and deployment of network hardware, software, and services.
- Maintain up-to-date documentation of network architecture, configurations, security protocols, and disaster recovery plans.
- Stay current with industry trends, emerging technologies, and changes in laws or regulations impacting network security and student data privacy.
- Train and support ITS staff and end-users on appropriate use of network resources and security best practices.
- Ensure that networks support bandwidth, latency, and security needs for Artificial Intelligence-enhanced cloud tools and automated systems.
- Collaborate on smart device rollouts and school-level connectivity for emerging technology pilots.
- May provide support and resources to local school districts and schools within Santa Barbara County, as assigned.
- Perform other related duties as assigned.

Requirements
A typical way to qualify for this classification would be:

Education: Bachelor's degree in information technology, computer science, educational technology, or related field.

Experience: Three years of experience in network engineering in a multi-site environment.

Public sector and/or education experience is preferred.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:
- Principles and best practices of LAN/WAN design, configuration, monitoring, and maintenance.
- Network protocols, standards, and technologies (e.g., TCP/IP, DHCP, DNS, VLAN, VPN).
- Principles and techniques of network and data security, including firewalls, intrusion prevention, and encryption.
- Network hardware, software, and tools for monitoring and diagnostics.
- Disaster recovery, business continuity, and documentation best practices.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Standard office productivity software applications and modern office practices and equipment.
- Telephone and email etiquette.

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Ability to:

- Troubleshoot and resolve complex network problems in a timely and efficient manner.
- Learn and apply laws, policies, and procedures relating to network security and student privacy (e.g., FERPA, CIPA).
- Learn specialized user and data protection needs of instructional programs and design systems accordingly.
- Communicate effectively orally and in writing.
- Communicate technical information clearly to non-technical users.
- Produce a variety of written materials, including network documentation, security protocols, disaster recovery plans, and draft policies.
- Collaborate effectively with ITS staff, administrators, and program staff to meet organizational needs.
- Work independently and as part of a team.
- Establish and maintain effective and professional working relationships with others.
- Exercise tact, patience, and courtesy in interactions with others.
- Interpret, explain and apply rules, regulations and policies.
- Analyze situations accurately and adopt an effective course of action.
- Identify opportunities and implement strategies for continuous improvement.
- Maintain confidentiality of SBCEO data.
- Maintain accurate records, documentation, and reports.

Licenses and certificates
Possession of job-related certifications, such as Cisco Certified Network Associate (CCNA), CompTIA Network+, or similar is preferred.

Possession of a valid California driver's license and the use of a dependable vehicle are required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.

Working conditions
Work is performed primarily in an office environment, with travel to school and office sites throughout Santa Barbara County. May require working outside of regular office hours to perform maintenance or resolve urgent network issues. Requires the ability to lift and install objects weighing up to 15 lbs. Duties may require occasional crawling, kneeling, or stooping, or working in cramped spaces such as wiring closets.

Series
Information Technology

Salary range 94

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