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| CLASSIFICATION | 10 |
| RANGE | \$44,933 -0 \$67,400 |
| FLSA | EXEMPT |
| NOTICE REQUIREMENT | 30-DAYS |
| WORK-LOCATION | HYBRID |
| RANDOM ALCOHOL/DRUG SCREENING REQUIREMENT | NO |

Network Support Engineer II

Job Summary:

Researches, implements, and maintains technologies to increase network and telephony operational efficiencies. Secures Botetourt County's enterprise network and telephony services.

Key Responsibilities/Essential Functions:

- Always do the right thing.
- Promotes the mission, vision, and values of the County.
- Ensures that the network and telephony system is well maintained and kept up to date using documented processes and best practices that guarantee proper configuration control, traceability, and integrity.
- Configure, deploy, monitor, and maintain all network solutions include cloud solutions such as IaaS and PaaS.
- Coordinate and perform daily incident and problem resolutions supporting the telecommunications hardware/software issues including but not limited to network switches, unified communications, routers, VPN, and firewall services.
- Provide end-user support as needed including desktop applications.
- Support network-based services; including but not limited to BOOTP/DHCP, DNS, NTP, TFTP, SNMP, RADIUS, and LDAP.
- Supports and proliferates network security in the form of firewall, IDS/IPS, and VPN solutions.
- Capture performance and capacity measurements for all components, including but not limited to circuit utilization and latency measurements for backbone circuits and subscriber aggregation circuits, and CPU and memory utilization of network and telephony systems.
- Validate existing, generate new, and continually maintain configuration diagrams and documentation, including both physical and logical topologies.
- Collect data for baseline used for performance and capacity management using real-time data collection tools. Document all findings, raw data, and a and associated analysis in a manner that clearly conveys the baseline configuration and performance capacity.
- Monitor performance of the entire telecommunications infrastructure consistently exceeding current level standards/requirements.
- Coordinate with external organizations in support of external network links and services.
- Perform risk analysis and assessment for telecommunications infrastructure.
- Ability to follow documented processes and procedures.
- Ability to provide timely and accurate information to management and other groups during events and major outages.
- Ability to provide continuous improvement solutions based on service tickets, problems, and projects. This includes assisting with the help desk functions and providing second level support.
- Serves as backup to the server storage system administrator.
- Strong interpersonal, oral, written, and problem-solving skills.

Job Requirements:

- Associates Degree in an IT field is required; Bachelor's Degree in an IT field is preferred.
- Minimum of three years of current and active professional experience in telecommunications, cloud, server operations, and network design and implementation.
- Linux, Windows, and Network security (Firewall and VPN) experience required.
- Must have expert understanding of all layers of the TCPIP protocol, as well as routing and SD-WAN implementation and management.
- Proficiency with network monitoring tools including command line tools and scripting.
- Good organizational skills, analytical, dependable, detail oriented, interpersonal skills, and understanding of the English language (both written and oral).
- Time management skills.
- Ability to work with internal and external organizations in a professional and confidential manner while working on new projects or operational needs.
- Must have excellent problem-solving skills and be customer service oriented.

Certifications:

- Valid Virginia drivers' license and dependable transportation.
- Cisco CCNP Routing & Switching, required
- Cisco CUCM implementation and management, required
- Cisco Meraki Solutions Specialist, desired
- CompTIA Security+, desired
- Comp TIA Network+, desired
- ITIL V3 or V4 Foundations, desired

Physical Demands/Special Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.
- The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl.
- The employee must frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects up to 50 pounds.
- This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m.
- Frequent evening and weekend work may be required as job duties demand.
- Must participate in a call-rotation.
- Internal Botetourt County candidates must maintain a satisfactory non-probationary positions of no less than 12 months as a Network Support Engineer I to be considered for promotion to this level.

Reports to: Director of Technology Services

Supervisory Responsibility: None

Botetourt County provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Signature

Date

Supervisor Signature

Date