KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED APRIL 2019
RANGE: 58.5
CLASSIFIED
CODE: 2

LEAD NETWORK ENGINEER

DEFINITION

Under general direction, the Lead Network Engineer will be the lead contact for network systems support related issues in the absence of management and will perform complex and professional work with computer hardware, software, and network systems.

This position will support Network Systems Management in completing various projects assigned to Network Operations; provide input on system support related projects or programs such as the installation and administration of Servers, Local Area Network Systems, and Wide Area Networking for school districts and agencies in the client base; assist in identifying associated costs for these projects; conduct problem solving and training for end users and ensure system efficiency and integrity; provide research and support for new technologies that could be used in our environment.

EXAMPLES OF DUTIES

Oversee the assigned work of Network Systems Engineers and escalate issues to management as they arise;

provide technical support to users concerning hardware, software and networking problems; escalates system problems to management staff as necessary;

coordinates work by scheduling assignments and directing the work of Network Systems Engineers in a lead capacity;

assists with technology planning and implementation including researching hardware and software applications, design, standard development, and documentation;

recommend, implement and document process/procedure improvements that will increase efficiency or improve consistency of services;

assist Network Systems Engineers in project oriented work; ensure proper procedures and policies are applied to jobs performed; reports issues as they arise;

serve as a mentor to Network Systems Engineers in technical repair, customer service and business operations;

ensure quality control standards are being met or exceeded in engineering support towards the installation and administration of Servers, Local Area Network Systems, and Wide Area Networking for school districts and agencies;

serve as a backup Network Systems Engineer whenever necessary and assist staff with all aspects of network system responsibilities as needed and appropriate;

assist with managing and assigning support tickets to technicians and engineers to ensure staff is being utilized in the most efficient and organized manner to achieve high level of both quality and quantity of work;

monitor support desk software to triage and prioritize support requests;

operate support desk software to assist with reports and knowledgebase articles;

assist with ensuring proper staffing of network operations coverage including but not limited to network enhancements, maintenance and break/fixes.

QUALIFICATIONS
Knowledge of:
Network technology in local-area and wide area networks;

ethernet (10/100/1000mbps/10gbps), fiber optic, and wireless technologies;

ethernet, NICs, routers, switches, cabling, and workstations;

windows Server desirable with knowledge of Linux, Windows and Macintosh connectivity;

IP addressing and subnet-masking procedures;

systems management;

thorough knowledge of operation systems and software applications for Windows and/or Macintosh.

Ability to:
Communicate clearly, in good tone and voice quality, both written and in speech; in a way the customer can understand;

understand and carry out oral and written directions;

be detail oriented;

work well with a diverse group of clients (districts, KCSOS employees, students);

establish and maintain cooperative working relationships;

drive to school sites throughout Kern County safely and efficiently;

perform appropriately in situations requiring tact and diplomacy;

maintain accurate records of time and materials required to perform repairs and service;

maintain accurate inventory of hardware, software and other equipment and materials as required;

maintain a clean and organized work area and ensure adherence;

respond to after-hours emergencies as needed;

adjust to change in scheduled assignment and work hours with relative ease;

be innovative in the networking and micro computing field.

Experience:
A minimum of two (2) year experience working in a Network Systems Engineer position as it relates to technology.

A minimum of two (2) years of experience with local-area or wide-area network design and management of networks, including experience with network routing.

At least one (1) year experience with Servers.

Hands on experience with routers desirable.

SNMP management background and experience is desirable.

Education:
Graduation from a four-year college or university required.

Degree in business administration or computer science highly desirable.

Equivalent experience in an applied setting regarding the above technology can be substituted for the college degree.

Conditions of employment:
Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: rn
3/29/19
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