

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

ENGINEER IV - NETWORK

FLSA STATUS: NON-EXEMPT – PAY GRADE: 24 - P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Engineer IV – Network, serves as senior-level engineer ensuring equivalent availability and delivery of college-wide network and telecommunications infrastructure to support for on-campus and online student-centered services, faculty, and administration. This position serves as a lead engineer on the Network Engineering Team and maintains daily operations and support for local and wide area networks, including architecture, testing, implementation, maintenance, customization, and repair of network systems. This position provides technical and operational support and oversees and coordinates activities related to providing college information via on-line and other electronic means.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Network Infrastructure:

Provides senior-level design, support, and maintenance for local area network (LAN), virtual collaboration, IP telephony, IP surveillance, and network access control systems. Configures and maintains campus routers, switches, and related components, including cabling, VLANs, DHCP, routing protocols, network monitoring, and network security. Manages disaster recovery for campus LAN infrastructure. Handles endpoints, servers, applications, operating systems, expressways, gateways, network access control appliances, and network TAP hardware. Designs and recommends products for product replacements and upgrades.

Data Center Infrastructure:

Provides senior-level design, support, and maintenance for data center power management and distribution, routing, switching, network monitoring, IP telephony, wide area network (WAN), wireless networks, servers, applications, and operating systems. Manages documentation, monitoring thresholds, alert notifications, and device group management. Designs and recommends products for product replacements and upgrades.

Unified Communications and Collaboration:

Provides senior-level design, support, and maintenance for unified communications, unified messaging, unified contact center, and unified collaboration. Administers various aspects of IP telephony, such as phones, Jabber devices, mobile devices, E911 services, and IP paging. Designs and recommends products for product replacements and upgrades.

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End User Support and Documentation:

Provides end-user training, support, and documentation. Manages email correspondence and infrastructure documentation. Responds to and resolves help desk tickets and internal ticketing. Drawing and reading construction blueprints and creating construction specifications.

Asset Management:

Conducts asset inventory audits, surplus management, data entry, and documentation. Receives, audits, and handles surplus assets related to the network team's equipment.

Provides network and telecommunications support to college-wide end users to support student success.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Regularly leads and directs the work of others.

MINIMUM QUALIFICATIONS

Associate's degree in a related field from a regionally accredited institution and three (3) years of related experience, or High School Diploma/GED and five (5) years of related experience. Experience with structured cabling; switches, routers, and servers.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited institution with three (3) years of direct experience and thorough knowledge of the area of specialty. Certification from Cisco (CCNA, CCNP, or CCIE), Fortinet (NSE4 or above), or other Industry recognized IT credential. Experience with structured data and fiber optic cabling; switches, routers, enterprise wireless, WebEx, and IP telephony, gateways and endpoints; door access control systems; IP surveillance systems.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

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Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 2017

Revised: 9/22/23