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CHARACTERISTICS OF WORK

Under limited supervision of the Network Manager, this position supports and maintains the telecommunications network, including working with the Network Administrator in planning, designing, installing, configuring and upgrading network hardware, software, and communication links for optimal performance. The Network Support Engineer also diagnoses, resolves and documents hardware and software network problems in a timely and accurate fashion, and provides end user training and support where required. The current hardware environment includes Cisco, F5 and Avaya equipment.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Collaborate with Network Administrator to create optimal network design topologies and configurations.
- Work with IT Division to identify and document required network service levels, and contribute to meeting those service level agreements.
- Aid in development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables.
- Respond to emergency network outages in accordance with business continuity and disaster recovery plans.
- Prepare and ensure accuracy of documentation, procedures manuals, and help sheets for network installations, including data, voice, and video systems.
- Support development and implementation of networking projects and new technology installations.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Evaluate, recommend and procure networking hardware and software products for purchase.
- Write technical specifications for purchase of networking hardware and software products.
- Maintain up-to-date knowledge of networking contracts and supervise contract-based installations.
- Install, configure, test, maintain, monitor, and troubleshoot networked peripheral devices, cabling, and networking hardware and software products.
- Maintain security solutions, including firewall, anti-virus, and intrusion detection systems.
- Maintain all network hardware and equipment, including routers, switches, hubs, and UPSs.
- Monitor and test network performance and provide network performance statistics and reports.
- Perform on-site analysis, diagnosis, and resolution of complex network problems for a variety of end users, and recommend and implement corrective hardware and software solutions, including off-site repair.
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network data.
- Liaise with, and provide training and support to, IT support sections on network issues.
- Perform network security audits.
- Perform network back-ups and recovery.
- Provide guidance to junior members of the team as required.
- Safeguard network assets through accurate record keeping and chain of custody from procurement through disposal at Marketing & Redistribution (MANDR).
- Work with third-party support and equipment vendors to resolve problems.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, engineering, or related field plus three years of network support experience; OR the educational equivalent to an associate's degree from an accredited college or university in computer science, management information systems or

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Classification Specifications

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MINIMUM REQUIREMENTS (Continued)

related field plus five years of network support experience; OR the educational equivalent to a diploma from an accredited high school plus a minimum of seven years of network support training or work in a network support role. Knowledge of network design, troubleshooting, network hardware and software configuration, performance tuning, LAN, wireless networks, firewalls, and load balancers. CCENT (Cisco Certified Entry Network Technician) or CCNA (Cisco Network Associate) certification preferred. CCENT will be counted as equivalent to one year of appropriate experience and CCNA will be counted as equivalent to two years of experience. Analytical and problem solving skills. Ability to conduct research into networking issues and products. Ability to present ideas in a user-friendly language. Self-motived and directed. Attention to detail. Well-developed sense of urgency and follow-through, and ability to effectively prioritize and execute tasks in a high-pressure environment. Effective interpersonal skills. Strong written and oral communication skills. Strong customer service orientation. Experience working in a team-oriented, collaborative environment. Valid driver's license. Periodic day travel and occasional overnight emergency travel.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

Arkansas Department of Transportation

EEO-approved: