

NETWORK ENGINEER

Location: New Castle, DE
Salary Commensurate with Experience
(Please Provide Your Salary Expectation)

Opening Date: May 9, 2018

Closing Date: June 8, 2018

I. POSITION SUMMARY

As a technical lead of the ITS team, the Network Engineer is responsible for the management and supervision of the networks, databases, operating systems, and the related infrastructure that sustain the business needs of the Delaware River and Bay Authority (Authority). The Network Engineer will design, configure, deploy and support internal, external, and wireless networks while maintaining all systems, applications, security, and network configurations. This position will monitor and analyze network performance and security protocols, recommend upgrades, patches, new applications, and equipment. This individual will work with the ITS team in the development and deployment of the policies and procedures for disaster recovery, capacity planning and system usage. The position is Tier 3 support providing technical support to users and will mentor and develop the ITS Team. This individual may be called upon to lead and direct the work of others. The Network Engineer is responsible for following established safety practices while performing assigned duties to protect self, co-workers and the public from personal injury and to prevent damage to Authority property. This position is subject to twenty-four (24) hour on call to ensure continuous system and network operation and required to travel to all Authority locations, which include Cape May, NJ and Lewes, DE, to maintain continuous operation of the wide area and local area networks, databases, and applications. This position reports directly to the Director of Information Technology Services.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system requirements
- Analyzes network performance data and statistics, prepares reports and recommends changes and improvements to ensure performance and availability objectives
- Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization; verify the integrity and availability of all hardware, server resources, systems and key processes; review system logs and verify completion of scheduled jobs
- Secures network system by establishing and enforcing policies; defining and monitoring access; manages, configures, administers and monitor: the Firewall, setting security and performing daily checks to identify any breaches in security; the local and wide area networks, tuning as required to improve performance; and the network infrastructure services, i.e., DNS, DHCP, WINS, BGP, and EIGRP
- Apply operating system patches and upgrades on a regular basis; upgrade administrative tools and utilities; configure and add new services as required; manage, set up and administer IP addresses
- Administer and optimize SIP/VoIP phone protocol across wide area network
- Design and implement short- and long-term strategic plans to make certain network capacity

- meets existing and future requirements
- Provide highest level of help desk support; analyze and solve system problems; request and direct 3rd party support as needed; provide service level agreements with end users
- Engineer system-related solutions for assigned projects; develop and maintain installation and configurations procedures; set up and maintain system standards; create and/or maintain system documentation
- Upgrade and configure system hardware and software; repair and recover from hardware or software failures; perform ongoing performance tuning, hardware upgrades, and resource optimization; make recommendations for new hardware and software purchases and work with various vendors for procurement; maintain and keep current an inventory of all hardware and software resources
- Interfaces with vendor support service groups for contract renewals and to ensure proper escalation during outages or periods of degraded system performance
- Research and recommend innovative approaches for network management tasks leveraging resources and cost against vulnerability and exposure
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Provide the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Expert knowledge of networking (Cisco), distributed computing environments and routing protocols; EIGRP, BGP, OSPF, and/or MPLS
- Proven experience installing, configuring, and troubleshooting VPN connections. Juniper SSL VPN experience
- Advanced knowledge of security products to include Check Point firewalls, antivirus software, RSA authentication, and web filters
- Advanced knowledge of voice communications technology, including Cisco Unified Border Element (CUBE), and VoIP protocols including TDM, SIP/H.323, RTP, SCCP, etc.
- Working knowledge of core switches (Nexus 2K, 9K) with redundancy (vPS & FEX)
- Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, etc.
- Expert problem-solving skills understanding the importance of timely resolution and follow-through
- Must have excellent analytical and troubleshooting skills
- Must be able to organize and prioritize work, be proactive, work independently, be self-directed and self-motivated
- Strong verbal and written communications skills with the ability to explain highly technical concepts to a non-technical audience; capable of writing basic documentation
- Must possess a high ethical and moral character as privileged access to confidential data will be an essential component of the job function
- Ability to design, plan and build networks
- Ability to handle multiple complex projects within budget and on schedule; ability to manage multiple priorities to ensure goals are met in a timely manner
- General knowledge of data center management, including power and cooling requirements
- General knowledge of computer repairs

- Ability to lift and move computer equipment weighing 40 pounds
- Ability to provide excellent customer service

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in a Network Engineering program or significant experience may be substituted for a degree
- Minimum of five (5) years of experience working as a Network Engineer
- Five (5) years' experience in Cisco networking technologies (Switches, Routers)

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

(Must hold the following certification or equivalent)

- CCNP (Routing and Switching, Security, and/or Wireless preferred)

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation and pre-employment physical and drug testing
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Required to be available for duty at all hours (24x7) as may be required in order to maintain continuous operation of the Authority's networks.
- Required to travel to all Authority locations, which include Cape May, NJ and Lewes, DE, to maintain continuous operation of the wide area and local area networks, databases, and applications



If you are interested in applying for this position, please complete the on-line application at www.drba.net.
In addition, please attach a resume to the completed application.