

INFORMATION TECHNOLOGY ENGINEER III

NATURE AND VARIETY OF WORK

This is full performance professional and technical engineering work creating, implementing, and maintaining the county's enterprise technical infrastructure resources. Incumbents assist with designing, installing, configuring, monitoring, and maintaining network, telecommunications, or systems hardware and software; analyzing hardware and software failures; analyzing connectivity, and monitoring systems and networks to ensure availability to all users; performing necessary maintenance to support network, telecommunications, or systems availability; and developing and implementing information security policies. The incumbent at this level has achieved technical knowledge in their specialty area and is fully functional in applying that knowledge to county operations.

Work is performed under the general supervision of a designated supervisor. Work is evaluated in terms of technical adequacy, accuracy, and efficiency as evidenced by compliant and proper network, telecommunications, or systems functioning; and adherence to established timeframes.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Assists with planning, design, development of networks across the organization.

Assists with the installation, configuration, integration, monitoring, support, optimization, and maintenance of network hardware, software, and communication links.

Implements network upgrades.

Ensures the stability and integrity of in-house voice, data, video, and wireless network services.

Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records.

Ensures network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances.

Coordinates and implements new security solutions.

Identifies, investigates, and resolves security breaches detected by in-place security solutions.

Maintains up-to-date knowledge of the IT security industry including awareness of new or revised security solutions, improved security processes, and the development of new attacks and threat vectors.

Configures, diagnoses, repairs, upgrades, and optimizes all phone systems and services, voicemail, communications systems, and video conferencing environments.

Assists with applying telecommunications interface capabilities to data networks.

Deploys and utilizes appropriate tools for reporting and routing of phone traffic on the network.

Monitors and identifies capacity and performance issues to ensure continued, uninterrupted operation of phone systems.

Coordinates with equipment vendors during installations and for hardware performance issues to ensure continuity of services.

Drafts and maintains technical infrastructure policies and procedures.

Reviews and recommends technical infrastructure technologies and methodologies.

Resolves second tier end user support issues related to technical infrastructure, such as network access, Internet access, telecommunications, cellular network, servers, viruses, security, hardware, and software.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of requested specialty area including, but not limited to network and information security, telecommunications, networks, servers, hardware, connectivity, and software applications.

Knowledge of standard computer operating systems.

Knowledge of telephony systems, hardware, and software.

Experience in the installation, configuration, and optimization of equipment, hardware, and software.

Ability to actively work toward upholding the county's security goals as established by stated policies, procedures and guidelines.

Ability to operate tools, components, peripherals, and testing accessories.

Ability to analyze hardware issues and determine possible solutions.

Ability to apply logic while analyzing issues and present logical solutions.

Ability to document and maintain accurate records.

Ability to communicate effectively, both orally and in writing, with internal and external customers.

Ability to work independently and as a member of a team.

Ability to demonstrate excellence in customer service.

MINIMUM QUALIFICATIONS

Bachelor's degree in computer science, information technology, mathematics, business or public administration, or a closely related field, plus at least two (2) years professional experience in an information technology engineering field; or an equivalent combination of education, training, and experience.

CONDITION OF EMPLOYMENT

Must be willing to respond to service calls after normal business hours, when required.

Must have a valid driver's license.