

System Engineer (IP-Operations)

SUMMARY

The City of Highland seeks qualified applicants for the full time position of **System-IP-Operations Engineer**. Directs, manages and provides leadership for all aspects of the City of Highland Information Systems, including networking, telephony, computing, database applications, budgeting, training, and business information processes, Layer 2 and Layer 3 routing. Also, manages head-end operations of Highland Communication Services (HCS) as directed by the Fiber Operations Manager of HCS.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for all aspects of the City of Highland Network and HCS systems, including but not limited to:

- Monitors performance and analyzes the health of the fiber optic network and equipment to insure proper operations as well as performs advanced Cable TV/Data/VoiceIP system maintenance and troubleshooting to ensure minimal system outages. Insure best practices are followed for fiber testing and installation.
- Assists in the fault resolution of RF, IP, Digital Video networks, Internet and Telephone.
- Responsible for onsite and remote installations, integrations, testing and follow-up support of a broad range of IPTV, Telephone and Internet Technologies into head ends and networks.
- Effectively lead customer technical engagements, including managing troubleshooting and resolving difficult systems and networking issues related to IPTV, Telephony and Internet deployments.
- Help establish and follow project management processes and best practices for efficient service delivery.
- Performs site planning for new residential and commercial installations, determines locations, power sources and designs routes and determines who will perform the installation.
- Assists in reviewing, revising and updating the customer service installation procedures relating to outside plant processes.
- Provision hardware for cable system deployments
- Assist in training the customer service technician in outside plant operations.
- Serve as a liaison to field operations and construction personnel.
- Identify network utilization patterns and their effect on operations/systems availability and performance expectations.
- Anticipates networking problems and implements preventive measures.
- Identify network issues, researches potential solutions, and evaluates information technology hardware/software and makes recommendations as needed.
- Design, implementation and maintenance of existing and future Active Directory structure on the City's entire network.
- Assist in City wide systems operations including installations, configurations and maintenance of network equipment and software.
- Insure a proper level of technical support to City end-users
- Maintain inventory control of City wide systems
- Maintains network health to keep system operating and secure by patching, upgrading, and monitoring the network for service issues.
- Plans and implements network security, including backup and disaster recovery plans.

Responsible for all aspects of the City of Highland Telephony system, including but not limited to:

- Phone Service from local phone company;
- Provide leadership for telephony user support and training;
- Oversees telephony system equipment implementation and maintenance
- May assist with all activities associated with the customer premise.
- May represent City of Highland Information Systems at public meetings, public hearings, professional association meetings, and other forums as necessary.

EDUCATION AND/OR EXPERIENCE

Bachelor's degree (B.S.) from four-year appropriately accredited college or university; and five or more years of systems/network management and systems integration experience including experience working with telecommunications infrastructure is required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of installation standards for telecommunications infrastructure for inside and outside plant construction.
- Commanding knowledge of Cisco IP routing, switching, and security devices.
- Strong understanding of networking concepts, hardware configurations, software architecture, and database design.
- Must be able to install, configure, and operate LAN, WAN, and dial access services including but not limited to use of the following protocols: IP, BGP, VLANs, Ethernet, VoIP, and Access Lists.
- Must have knowledge of DNS, Email, & Monitoring Systems.
- Must have knowledge of Information Security practices.

COMMUNICATION SKILLS

- Must have excellent interpersonal skills including ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community as well as communicate with all levels of employee groups.
- Must have excellent oral and written communications skills, including, ability to write articles for publications; effectively present information to top staff, top management, and public groups, and specialized audiences, and ability to teach inclined and complex technical concepts, and further users' understanding of technical applications and how they relate to City functions and workflows.

REASONING ABILITY

- Ability to define unprecedented problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop project plans and programs design to improve or expand current service levels.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver's License is required.
- Cisco Certified Network Associate or similar certification a plus.

If you meet the qualifications outlined above please send a resume/cover letter with salary history/requirements no later than Friday, September 28, 2012 to: City of Highland; Attn: Director HR; 1115 Broadway, PO Box 218; Highland, IL. 62249. EOE