

CITY OF CHATTANOOGA

Classification Specification Title: Network Engineer Lead

Department: Technology Services

Pay Grade: GS.12

Supervision Received From: Director IT Infrastructure

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 12/5/23

Revision Date: 4/2/25

CLASSIFICATION SUMMARY:

The Network Engineer Lead works under the general supervision of the Director of IT Infrastructure and is the Lead of the Network Engineering Division. The incumbent of this position will ensure the stable operation of the computer networks, including: planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links. This position will also analyze and resolve network related hardware and software problems in a timely and accurate fashion, and provide training where required to lower level support personnel.

SERIES LEVEL: This is a stand alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Daily delegation of support tickets in a priority focused manner.

Manage numerous concurrent tasks and assignments, with frequent interruptions.

Managing a team including workload management, time off requests, performance evaluations and mentorship.

Assist and mentor team members during the duration of an assignment or project when necessary.

Serves as a subject matter expert for all networking.

Ability to install software and hardware on networking equipment and microcomputers.

Deploy LANs, WANs and wireless networks, including routers, switches, firewalls and other hardware.

Ensure upgrades of all network hardware and related software is performed timely.

Coordination with third party vendors for installations.

Planning of new network build outs and refreshing of equipment and cabling.

Monitor network performance and troubleshoot problem areas as needed.

Maintain network performance history and provide network performance statistics and reports.

Perform network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

Participate in managing all network security solutions.

Perform all job responsibilities in alignment with the industry's best security practices and regulatory guidelines to protect the confidentiality, integrity, and availability of protected information and other sensitive data.

Assist with purchasing and acquisition of network components and services.

Assist the Director of IT Infrastructure with short-term planning and long-term planning for network operations; works with end-users to understand utilization and networking needs.

Assist with the development of procedures and standards pertaining to network operations.

Receive, prepare and process a variety of reports, correspondence, inventories and other documentation as necessary to carry out job responsibilities and comply with departmental or city procedures.

Participate in/on a variety of meetings, conferences, training sessions and/or other related groups in order to receive and convey information.

Be available during the normal business hours, and may occasionally be asked to vary their schedule and/or work overtime to meet department requirements.

Work will generally be performed using computer equipment in an indoor office environment. Some work will require outdoor configurations and installation. Setup or maintenance of some peripheral equipment may require work in areas such as data rooms or wiring closets with restricted room for movement.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Information Technology, Information Systems, Computer Science or Similar and four (4) years of professional experience in data communications, networking, troubleshooting and repair, supplemented by the necessary years of education/technical training in data communications from a college or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Cisco Certified Network Professional (CCNP) Enterprise

Cisco Certified Internetwork Expert (CCIE) Enterprise Infrastructure - desired.

SUPPLEMENTAL INFORMATION

Communicate professionally and maintain effective relationships with administrative and elected officials, vendors, outside government agencies, the public, and fellow employees through oral and written communication. Expert knowledge of network and routing protocols. Expert knowledge of switch configuration and programming. Expert knowledge of enterprise network designs. Expert knowledge of firewall administration (Zones and Policies) Checkpoint firewall experience is a plus. Continually gain new knowledge, and understand new technologies, by reading and understanding technical publications. Ability to determine, define and analyze problem definitions, requirements, and propose solutions. Ability to configure, test, and troubleshoot network equipment. Ability to work in a team-based environment. A complete understanding of OSI model. Ability to communicate effectively verbally and in writing. Ability to problem solve and think logically. A self-starter able to work independently or in a team environment. Ability to be a team player who is self-organized, self-disciplined, and eager to constantly improve themselves and team processes for efficiency and progress. Ability to adapt to a changing work environment.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.