



**Job Title:** Network Infrastructure Engineer

**Exemption Status:** Exempt

**Reports to:** Director Network and Operations

**Date Revised:** July 2023

**Dept./School:** Network and Communications Infrastructure **Pay Grade:** 206

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### **Primary Purpose:**

Repair, maintain, and support wired and wireless network equipment using appropriate test and support equipment. Provide communication equipment, network management systems, network servers, and network cabling.

### **Qualifications**

#### **Education/Certification:**

- Bachelor's degree in Technology or a related subject area with three (3) years of experience **OR**
- Technical degree or advanced technical training with equivalent experience with five (5) years of experience **OR**
- High School diploma or equivalent with ten (10) years of experience
- Cisco Certified Network Associate (CCNA) certification preferred

#### **Experience:**

- Minimum of three (3) years of experience in establishing, developing, and maintaining enterprise computer networks, developing, documenting, and implementing policies for network infrastructures, and designing and implementing LAN, WAN, and WLAN infrastructures with a bachelor's degree **OR**
- Minimum of five (5) years of experience with a Technical degree **OR**
- Minimum of ten (10) years of experience with a High School diploma or equivalent

#### **Special Knowledge/Skills:**

- Strong knowledge of Cisco wired and wireless networks
- Ability to diagnose and resolve network issues, both wired and wireless
- Must be competent in hardware and software applications

### **Major Responsibilities and Duties**

1. Diagnoses, repairs, and maintains the district's wired and wireless network equipment.
2. Provides first-level engineering support for the field's wired and wireless network equipment.
3. Provides third-level support to technical staff and end-users as needed.
4. Must produce defined reports out of Cisco management applications and SolarWinds.
5. Demonstrates knowledge of and uses test equipment appropriately.
6. Participates in on-call rotation for after-hours support.
7. Utilizes the ServiceNow Help Desk ticketing system by generating and responding to tickets.
8. Provides technical assistance and advice in decisions and recommendations made by all Technology and Information Systems departments.
9. Functions as a productive member of the technical engineering team.
10. Follows department procedures.
11. Must work within GISD policies and procedures.
12. Perform other duties as assigned.

### **Supervisory Responsibilities**

None

**Mental Demands/Physical Demands/Environmental Factors**

**Tools/Equipment Used:** Personal computers and peripherals

**Posture:** Frequent standing; some kneeling, squatting, bending, and stooping

**Motion:** Walking; reaching overhead, front, side, and back

**Lifting:** Moderate strength needed in arms, shoulders, back, and legs; lifting or carrying PCs up to 25 pounds for short distances

**Environment:** Work inside office, classroom, and computer lab environments

**Mental Demands:** Provide technical expertise and problem-solving skills in support of CTAs, CTSs, and district staff; exhibit self-control and patience when dealing with staff and CTAs/CTSs; work with frequent interruptions

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This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by \_\_\_\_\_ Date \_\_\_\_\_

Received by \_\_\_\_\_ Date \_\_\_\_\_