



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## INFORMATION TECHNOLOGY NETWORK ENGINEER II

<b>Group-Section:</b> Business Technology Group	<b>FLSA Status:</b> Non-Exempt <b>Bargaining Unit:</b> AFSCME	<b>Salary Grade:</b> 42 <b>Job #:</b> YA47
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### JOB SUMMARY

This is the intermediate level position performing Information Technology Network Engineer II job duties.

### DISTINGUISHING CHARACTERISTICS

Positions at this level are provided established procedures for doing the work and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application, and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred. The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope.

### OVERSIGHT

**Supervision Received:** The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

**Supervision Given:** None

### JOB DUTIES

1. Assists with performing inventory, monitoring and assessment of the condition of network communications hardware and software in preparation for capital improvement projects.
2. Assists with administration of professional service agreements and contracts.
3. Assists with developing and updating network standards and policies.
4. Assists with performing network systems performance assessments; monitors, troubleshoots, and escalates unresolved performance issues.

5. Assists and prepares technical documents and reports; prepares presentations.
6. Assists with the development and deployment of disaster recovery best practices. Executes disaster recovery plan for area of responsibility.
7. May participate on a project team.
8. Assists with planning, developing, implementing and supporting network security systems.
9. Configures and optimize network system hardware and software and install, configure, test, maintain, and upgrade network systems software and hardware.
10. Assists with the design, development, planning, pilot, and implementation of unified communications technologies; supports unified communication technologies.
11. Assists with the design, development, planning, pilot, implementation and support of VOIP server systems, IP network, and Quality of Service (QOS); assists with installation, maintenance, and support for upgrades and patches.
12. Performs other related Information Technology Network Engineer job duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Bachelor's degree from an accredited college or university in a related field and two years of relevant experience.

**Required Knowledge of:** Principles, practices and procedures of Information Technology; network systems and applications; principles, practices, and procedures of network capacity planning and quality of service; operational characteristics of network systems; word processing and spreadsheets; and current office technology and equipment.

**Required Skills and Abilities to:** Assist in providing support for network systems; assists in tracking, monitoring and troubleshooting network hardware and software; perform network configuration, optimization, installation, upgrades, and testing; analyze requests and provide customer assistance for solutions; maintain confidentiality for proprietary and personal information; problem solve; prioritize and multi-task; communicate clearly and concisely, both verbally and in writing; establish and maintain effective working relationships with those contacted in the course of work; work independently and in a team environment; and operate current office equipment including computers and supporting applications.

### **CERTIFICATIONS, LICENSES, AND REGISTRATION REQUIREMENTS**

Employees in this position may be required to obtain and maintain the following certifications, licensing and registrations:

#### **Certificates**

- CCNA Cisco Certified Network Associate or equivalent

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**Licenses**

- Valid California Class C Driver License that allows you to drive in the course of your employment

**Registrations**

- None

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered by an employee to successfully perform the job duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

**Vision Requirements:** No special vision requirements.