



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

INFORMATION TECHNOLOGY NETWORK ENGINEER I

Group-Section: Business Technology Group	FLSA Status: Non-Exempt Bargaining Unit: AFSCME	Salary Grade: 37 Job #: YA46
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JOB SUMMARY

This is the entry level position performing Information Technology Network Engineer I job duties.

DISTINGUISHING CHARACTERISTICS

Positions at this level learn to use professional concepts to resolve problems of limited scope and complexity; work on assignments that are routine in nature, requiring limited judgment and decision making. Specific and detailed guidelines covering all aspects of the assignment are provided; work is in strict adherence to the guidelines; deviations must be authorized. The work consists of tasks that are clear-cut and directly related.

OVERSIGHT

Supervision Received: For both one-of-a-kind and repetitive tasks the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines. For all positions, the work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

Supervision Given: None

JOB DUTIES

1. Learns and assists with performing inventory, monitoring and assessment of the condition of network communications hardware and software in preparation for capital improvement projects.
2. Learns and assists with the administration of professional service agreements and contracts.
3. Learns and assists with developing and updating network standards and policies.
4. Assists with monitoring and troubleshooting network systems and escalates unresolved performance issues.
5. Learns and assists to prepare technical documents and reports; learns and assists to prepare presentations.
6. Researches disaster recovery best practices. Executes disaster recovery plan for area of responsibility.
7. May participate on a project team.

8. Assists with the configuration and optimization of network systems hardware and software and install, configure, test, maintain, and upgrade network systems software and hardware.
9. Learns and assists with support of unified communication technologies.
10. Learns and assists with support of VOIP server systems, IP network, and Quality of Service (QOS).
11. 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.

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: Learn and assist in providing support for network systems; learns and assists in tracking, monitoring and troubleshooting network hardware and software; assist with network configuration, 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

- None

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.