MERCED IRRIGATION DISTRICT
CYBERSECURITY ENGINEER

FLSA Status – Non-Exempt
Unrepresented – Grade N

DEFINITION:

Under direct supervision of the Information Technology Manager the Network Engineer will analyze, plan, install, evaluate, monitor, test, support, maintain, and upgrade a variety of network systems including local area networks as well as wide area networks, VoIP communication systems, virtual environment systems, storage area networks and backup solutions. Provide highly responsible technical support to multiple District departments, user requirements analysis, systems analysis, problem resolution, evaluate and make recommendations for ongoing system development. Contact equipment and software vendors. Perform related duties as required.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Demonstrate a strong commitment to customer service.
- Assist with planning, installing, evaluating, monitoring and maintaining client/server operating system releases, enhancements and/or application software that resides on personal computers or on network systems.
- Assist all end users in the District when they encounter operational hardware or software problems on their individual work computers.
- Assist with establishing and enforcing standards and procedures relating to operating systems software products, backup and recovery procedures, group policy management and security procedures/policies.
- Assist with the execution of Networking/Communications (LAN/WAN/ Wireless) projects.
- Assist in developing LAN/WAN/Wireless system requirement definitions and documentation.
- Assist in developing functional back up / disaster recovery plans, and technical specifications.
- Assist in resolving LAN/WAN/Wireless connectivity issues and maintenance.
- Assist with the installation, repair, and maintenance of Voice over Internet Protocol (VOIP) telecommunications systems and equipment.
- Assist with LAN/WAN/ Wireless upgrades, support, and maintenance.
- Assist with developing cost data used for LAN/WAN/Wireless project cost estimating and budgeting purposes.
- Resolve LAN/WAN/Wireless connectivity issues and maintain LAN/WAN/Wireless and Internet connections.
- Utilize current and emerging networking, communications or operating system technologies.
- Monitor the overall performance of network operating systems, VoIP, virtual environments, storage area network and communications software, and resolve problems as required.
- Support server/network based application software products installed throughout the District including connectivity with multiple remote sites.
- Provide critical technical information and data as needed for timely management decisions.
- Consult with manufacturer's representatives to define hardware / software capabilities and maintenance requirements.
- Design and engineering of LAN/WAN/Wireless installations.
- Develop LAN/WAN/Wireless system requirement definitions and functional and technical specifications.
- Carry out LAN/WAN/Wireless system analysis, at the workgroup, department or enterprise level.
- Participate in LAN/WAN/Wireless installations and configurations including hardware installation and maintenance.
- Perform related duties as required.

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

Any combination of education and experience that would provide the required knowledge and skills may be qualifying.

- Bachelor of Science Degree from an accredited college or university with a major course work in computer science, information systems, business information systems, business administration or a related field is desirable.
- MCP, MCSE, CCNA, CCNP, A+ or other professional certifications in one or more fields of information technology is desirable.

Experience:

- Five (5) years of increasingly responsible experience designing, managing, and modifying computer networks and installing/ troubleshooting software applications and peripheral equipment.

Ability to:

- Communicate effectively orally and in writing.
- Coordinate and facilitate work with others and train and guide others.
- Lift and move equipment weighing up to 60 pounds.
- Troubleshoot and perform routine maintenance on computer systems.
- Reason logically, use a variety of techniques to resolve problems, manage time and resources, concurrently handle multiple assignments and work under deadlines.
- Configure desktop computers and related peripherals.
- Work outside of normal business hours
- Learn and adapt quickly to changes in technology

Knowledge of:

- Microsoft Windows Operating Systems
- Microsoft Office Suite
- Data Communications hardware, software, protocols and technologies including switches, routers, firewalls, WAN, LAN, 802.11x, TCP/IP, Ethernet Wiring
- Security hardware and software including antivirus systems, spam filtering hardware and/or software and intrusion prevention/detection systems and Internet content filtering systems.
- Database technologies
- Website technologies
- Backup and recovery technologies
- Storage area network (SAN) technologies
- Cisco VoIP technologies
- Wireless technologies
- Network management technologies
- Network security technologies
- Email server technologies (Microsoft Exchange)
- Systems documentation procedures and methods
- Systems and network security administration
- Active Directory and Group Policies

Necessary Special Requirements:

- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways and uneven ground from time to time.

Sitting:	Remains in a seated position for up to eight (8) hours per day
Hands/Arms:	Operates computer for up to eight (8) hours per day
Lifting:	Raises and lowers boxes and supplies up to twenty-five (25) pounds.
Stooping:	Bends body downward and forward by bending at the knees or waist
Talking:	Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing:	Hears well enough to receive communications in person and by telephone.
Vision:	Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Information Technology Manager.