

9/11 MEMORIAL

JOB TITLE: Network Engineer
DEPARTMENT: Information Technology

POSITION OVERVIEW

The network engineer will develop and oversee the management, maintenance, security, and performance engineering of wired and wireless data, voice, and video network systems. The responsibilities of the network engineer include troubleshooting data, voice or video network problems, conducting root-cause analysis, and addressing any network hardware or configuration issues as required. In addition to day-to-day operations, this role also includes coordination and planning with other IT solution areas (e.g. data center, security, telephony, business applications, technical support, etc.) for the deployment of new IT capabilities based on business need.

The network engineer will provide expert technical guidance on complex design issues and support any architecture or design activities related to the network solution as a whole. This includes not only making recommendations for future network capabilities but also evaluating current network capabilities against industry standards and best practices. The network engineer will be responsible for researching wired and wireless data or voice networking technologies and analyzing these technologies for best fit within the 9/11 Memorial & Museum environment. Furthermore, all of these responsibilities require ongoing documentation and communication to key stakeholders within the 9/11 Memorial organization and beyond.

ESSENTIAL FUNCTIONS

- Provide tactical and strategic input on network planning for IT operations projects while ensuring that all such projects, initiatives, and processes are in conformance with the organization's established policies and objectives.
- Assist with network/telecom architecture, design, implementation, and administration of new applications and technologies; provide network/telecom recommendations and evaluations on hardware and software products; design and development equipment; and systems.

- Install, configure, and performance-tune network infrastructure as well as any supporting management systems.
- Maintain and promote department policies/procedures and inter-process communications that relate to network systems.
- Execute routine maintenance operations of systems monitoring and reporting, including usage, availability, other key performance indicators.
- Provide support for production and development network environments and work to ensure that all required service levels are being met within these environments.
- Work with colleagues, clients, and vendors to interpret, exchange, and/or document administrative and technical information; identify strategic and tactical requirements and solutions.
- Protect corporate data assets and intellectual property through solid data security practices.
- Assist with business continuity processes including replication, backup, and test restores; hot site maintenance; and procedures and documentation.
- Assist with voice over IP implementation and support.
- Perform telecom adds, moves, and changes for all telecom systems.
- Consult with individuals at all levels in the organization and serve as a project technology lead or functional specialist as required.
- Work significant and/or unique issues where analysis of data requires the evaluation of intangibles.

QUALIFICATIONS/SKILLS REQUIREMENT

- A degree in computer science or a related discipline, or equivalent work experience.
- Cisco CCNA certification is a requirement, CCNP preferred.
- Three or more years of experience in wired and wireless networks, LAN/WAN, or management information systems.
- Experience working with multiple technical platforms network systems (e.g.; Windows, Linux, Mac OS).
- Experience working with network systems and networking principles, wired and wireless data, voice or video and network security.
- Experience working with network software and hardware, data, voice or video.
- Experience working with proprietary software and hardware.
- Skilled in time, priority, and task management.
- Excellent interpersonal and communication skills to interact with team members, management, customers, and support personnel.
- Ability to analyze and solve complex problems using analytical and creative problem solving skills for design, development, and testing of networks.
- Active desire to pursue learning opportunities and develop new technical capabilities.
- Ability to work Microsoft Visio for network documentation.

- Ability to work independently and as part of a team.
- Ability to anticipate problems, resolve ambiguity and take decisive action.
- In-depth knowledge of multiple LAN/WAN technologies including MPLS, OSPF, EIGRP, BGP, IPv4, and IPv6.
- Working knowledge of packet capture and analysis tools including those required to troubleshoot network performance issues.
- Working knowledge of SNMP, Netflow, IPFIX and other network management protocols to support deep visibility into real-time traffic profiles.
- Previous experience with monitoring end-to-end Quality of Service through the use of network performance modeling and benchmarking tools.
- Working knowledge of industry standard practices for network and fault management.
- Working knowledge and experience with Cisco Data Center switches; Cisco ASR & ISR routers; Cisco Access and Distribution Layer Switches; Cisco Firewalls; Cisco or Aruba Wireless Network Access Points and Controllers

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description is representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit, talk, listen, use hands to type data, touch, feel, reach with hands and arms, and dial the telephone. The employee is also required to stand and walk. Vision requirements include close, distance, peripheral vision, depth perception and ability to adjust focus. The employee is occasionally required to lift up to 10 pounds.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices and group conference rooms. The noise level in the office environment is usually low. There are no hazards and no protective devices worn or used in the office work environment. Minimal travel is required.

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- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business related duties as assigned by the supervisor or other management.

- The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.
 - This document is a communication tool and not intended as a written or implied contract of employment.
 - I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
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HOW TO APPLY:

Include job title in the email subject field.

Please state the location where job posting was seen.

Send resume to 911mmitjobs@911memorial.org

Please visit our website at www.911memorial.org

The National September 11 Memorial and Museum at the World Trade Center Foundation, Inc. is committed to workforce diversity.