UNIVERSITY OF SOUTHERN CALIFORNIA

Network Engineer II

Job Code: 165592

Grade: TJ

OT Eligible: Yes

Comp Approval: 2/1/2012

JOB SUMMARY:

Ensures the stability and integrity of in-house voice, data, video and wireless network services. Assists with consulting and analysis of end user needs to determine appropriate network hardware and software. Installs, monitors, maintains, supports and optimizes moderate to complex network hardware, software, systems, and communication links for university, under general supervision. Implements and maintains bridges, routers, gateways, remote access servers, domain service, security firewalls, application and device servers and Internet or Intranet devices and connections. Analyzes and resolves moderate to complex network hardware and software problems. May assist with training for less experienced network engineers, as assigned.

JOB ACCOUNTABILITIES:

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Installs, monitors, maintains, supports and optimizes moderate to complex network hardware, software, systems, and communication links for university, under general supervision.

Assists with consulting and analysis of end user needs to determine appropriate network hardware and software. Makes recommendations to more senior network engineers.

Monitors and analyzes network performance, implements performance tuning, and troubleshoots a variety of moderate to complex network problems areas as needed. Analyzes and resolves hardware and software problems. Provides network performance statistics and reports.

Implements and maintains bridges, routers, gateways, remote access servers, domain service, security firewalls, application and device servers and Internet or Intranet devices and connections.

Designs and deploys local area networks (LANs), wide area networks (WANs) and wireless networks, including servers, routers, hubs, switches, UPSs, and other hardware, under general supervision. Assists with the identifying, assessment and development of detailed requirements for new and existing campus networks.

Liaises with vendors to resolve moderate to complex network related problems and implements solutions.

Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records. Recommends, maintains, and implements policies, procedures, and associated training plans for network administration, usage, and disaster recovery.

Assists in analyzing, evaluating, and recommending new hardware, software, and communications products for network compatibility and applicability. Tests new third party hardware/software.

Stays informed of new developments and technologies.
Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  

☐ No  

☐ Yes  
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Specialized/technical training
- Related undergraduate study
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 2 years

**Minimum Field of Expertise:**
- General knowledge and direct experience in the area of local and wide area networking, communications, and related hardware and software. Understanding of information technology concepts for voice and data systems. Strong analytical abilities.

**Preferred Education:**
- Bachelor's degree

**Preferred Experience:**
- 3 years

**Preferred Field of Expertise:**
- Current network or server certificate.

**Skills: Administrative:**
- Communicate with others to gather information
- Customer service
- Gather data
- Prioritize different projects
- Research information
- Understand and apply policies and procedures

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Conceptualization and design
Consulting
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Project management
Scheduling
Teaching/training

Skilled in:
Applications/systems development methodologies
Business requirements tools and techniques
Enterprise/information architecture
Incident/problem management
Mathematics
Network administration
Network communications technologies
Network design, connectivity and capacity configuration
Network security access, management and testing
Network systems/data backup, storage and recovery
Project management tools and techniques
Quality assurance/testing methods, tools and techniques
Server applications and hardware
Software design tools
Technical documentation
Troubleshooting

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Personal mobile communication devices
Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

Comments:
May provide 24/7 on-call support as needed.

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: ___________________________ Date: ___________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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