

# Data Network Engineer Role Profile

## Data Network Engineer

Primary Career Track: NNO

Resource Type: Individual Contributor

Plan, design, engineer, develop, implement, and troubleshoot infrastructure technologies on the customer-servicing network. Provide subject matter expertise around specific technologies. Provide project management for the deployment of customer-servicing projects. Act as vendor interface for support of applications and technologies. Evaluate and implement new technologies, policies, and procedures for business network operations.

## Responsibilities

### Role Specific Responsibilities

#### Support

- Identify changes needed in the customer-servicing infrastructure configuration to achieve the technology organization goals
- Analyzes network & system response and determines tuning recommendations to improve performance.
- Supports the customer-servicing infrastructure strategy reviews and development by performing applicable analysis
- Manage effective issue identification and resolution process; serve as the focal point for customer-servicing infrastructure-related issue / crisis resolution
- Perform 24x7 advanced tier troubleshooting, including off-hour maintenance activities, problem resolution, and on-call

#### Engineering

- Provide project management oversight to customer-servicing infrastructure implementation projects.
- Implements technology and customer-servicing infrastructure changes
- Lead interaction with partner organizations/departments to engineer cross-functional solutions for our customer-servicing infrastructure
- Evaluates new product/solutions for inclusion in our customer-servicing network

#### Tools

- Define requirements in support of budget plans and make recommendations for ways to improve performance and reduce costs
- Ensure communication of process and procedure changes to key stakeholders
- Design an effective test plan for any new / changed customer-servicing infrastructure
- Support identification and collection of metrics and performance reporting processes
- Participate in process improvement initiatives, when applicable
- Develop full suite of documentation as it relates to the customer-servicing network infrastructure (Engineering Work Plans, Standards, policies and procedures, etc.)

#### Skills

- Actively maintains knowledge of current technology
- Actively maintains our current network infrastructure to expedite the resolution process
- Develop and deliver cross-training activities
- Participates in, and encourages a knowledge-sharing environment both within, and outside the department

### Business Partnership

- Maintain relationships with the customers, associates, and vendors to proactively identify needed changes
- Establish working relationships with technical, business and sourcing counterparts
- Participate in process improvement initiatives
- Participate in industry/vendor forums to guide product development activities

### People Management

- Manage individual workload and deliver to agreed upon milestones
- Proactively promote consistent project-based performance measurement and skill development of junior staff
- Actively participate in HR performance measurement processes
- Demonstrate ability to work in team environment and help resolve issues
- Provide input to staffing plans at the project-level to identify key / required skills

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## Qualifications

- Bachelor's degree in related technical / business areas is preferred
- Understanding of the relevant technology
- Understanding of the business and/or industry
- Experience re-engineering / process improvement
- Strong change management skills; change agent
- Excellent problem solving / analytical skills and knowledge of analytical tools
- Excellent written and verbal communication skills
- Ability to create / define metrics that accurately reflects the current state of a given process
- Experience supporting mission-critical infrastructure in a fast-paced environment
- Travel required

### Work Experience Required

- Minimum 3 to 5 years relevant work experience

## Typical Career Progression

- To be defined later.

## Relevant Technical Skills

*The Data Network Engineer is expected to demonstrate technical knowledge of the skills listed below. The technical skills will depend on his/her specific responsibilities within the organization.*

- Cisco Hardware: Cisco 2600, 2800, 3600, 7200, 7500, ESR, GSR, Catalyst 6500 switches
- Other Network Hardware: Juniper firewalls, CSU/DSU's, DACS
- Transport Protocols: ATM, MPLS, Frame-Relay, HDLC, IMA, PPP
- Network Protocols: TCP/IP, MPLS, 802.1Q, QoS, Multicast, Encryption (3DES), GRE tunneling, ATM classes of service (ABR, UBR, VBR, etc)
- Routing Protocols: RIP, EIGRP, OSPF, BGP, IS-IS, HSRP
- Network Applications: CiscoWorks, Cisco WAN Manager, Monitoring tools (i.e., Openview, Netcool), Performance monitoring tools (ie MRTG, Infovista), CiscoSecure, IP management tools, DNS
- Business Applications: Remedy Ticketing, Citrix
- Office Automation: Word, Excel, Outlook, Powerpoint
- Planning & Design: Microsoft Project, DotProject, Visio
- O/S and Software: Windows XP, Solaris, BSD, SSH, VPN Client

## HR Reporting Structure

### Reports To:

- Manager

### Span of Control

- N/A – Individual Contributor

### Direct Reports

- N/A – Individual Contributor