



EL PASO-TELLER COUNTY 9-1-1 AUTHORITY

Information Technology Network / Systems Engineer

The El Paso-Teller County 9-1-1 Authority is currently recruiting for an innovative and driven IT Professional to fill our Network / Systems Engineer Position.

The ideal candidate will need to possess both technical and customer service skills that allow for the successful design, implementation, and support of complex systems to support and maintain the 9-1-1 infrastructure in a two-county region.

SUMMARY OF REQUIREMENTS

- Networking skills and knowledge to a minimum of CCNA level
- Windows Domain administration
- Firewall/Intrusion Detection Systems
- Cybersecurity techniques and industry best practices
- VMware server virtualization administration
- VoIP telephone system administration
- Software-defined networking components (VMware NSX)
- Virtual Desktop administration (Horizon View, Citrix, etc.)
- Backup and Recovery solutions such as Veeam, VSphere Replication, Barracuda, etc.)
- Advanced troubleshooting techniques (command line tools, and native backend mechanisms)
- Understanding of emergency communications and public safety operations

ESSENTIAL FUNCTIONS

- Performs a variety of duties in the development, installation, integration, implementation, evaluation, and administration of the Authority's computer internetworking systems, telecommunications hardware and software, local area and wide area networks, and wireless networks
- Installs, configures, tests, supports and provides preventative maintenance on network
- Ensures the availability of networking services.
- Investigates, analyzes, and resolves network-related problems; determines compatibility problems; recommends and implements changes and improvements.
- Assists the computer network and telecommunication projects and participates in evaluations of proposed network hardware to ensure compatibility with existing systems. Installs, evaluates, and tests system hardware and software; make recommendations on system changes.
- Assists with evaluating, recommending, installing, and testing new or upgraded voice communications hardware, software, and services.
- Acts as an escalation point for advanced support issues.
- Responds to requests from users regarding the system, server, and desktop operations; provides solutions to operational problems; refers users to appropriate staff member or vendor when needed.
- Develops written technical documentation, internal operating procedures, and user manuals and instructions; updates technical manuals and training manuals as required.
- Tracks reported issues from problem notification to completion using an approved tracking method.
- Prepares project cost estimates and justification for new or enhanced system modifications.
- Configures, monitors, and manages the vendor VMware's virtualized environment.
- Monitors and maintains a backup strategy for virtual machines and datastores.
- Attends and participates in professional group meetings; takes actions to remain current on new trends and innovations in the field of information technology (IT).
- Participates in the after-hours on-call rotation.
- All other duties as assigned by the CEO or designee.



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QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of a network technician.
- Principles, practices, methods, and techniques used in local and wide area network design, implementation, operations, services and administration.
- Network protocols, routing equipment, and wiring systems.
- Data communication standards, protocols, hardware, software, and network management practices.
- Desktop and server computer hardware and software components.
- Virtualization of servers, computers, and network.
- Principles and practices of excellent customer service.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Microsoft Office products Word, Excel, and PowerPoint.

Licenses or Certificates:

- Possession of, or ability to obtain, a valid State of Colorado Driver's License required.
- Cisco Certified Network Associate (CCNA).
- Certified Information Systems Security Professional (CISSP).
- Microsoft Certified Solutions Expert (MCSE).
- CompTIA; Network+, and Security+.

Education and Experience:

An equivalent combination of education and experience may be substituted on a year-to-year basis. A typical way to obtain the knowledge and abilities would be:

- A Bachelor's degree from an accredited college or university with major coursework in computer science, network engineering, computer information systems, or other related fields. Master's degree preferred.
- Four years of increasingly responsible experience in supporting a high availability environment of physical and virtual computer systems, local and wide area networks, and telecommunication systems.

Ability to:

- Establish and maintain productive working relationships with co-workers, vendors, Public Safety Answering Point employees, and the Authority's members.
- Support the Authority's computer network and telecommunication systems.
- Administer the local and wide area network.
- Evaluate, test, implement, and support network and telecommunication systems.
- Assist in infrastructure design and implementation activities.
- Monitor and maintain Authority networks.
- Troubleshoot computer hardware and software equipment problems.
- Respond to and identify user needs; determine solutions.
- Work with outside agencies and vendors to implement co-mingled networks that provide connectivity.
- Mentor other team members.
- Communicate clearly and concisely, both verbally and in writing.

Hardware and Software Knowledge:

- Computer Aided Dispatch (CAD) systems.
- VMWare Virtualization Platforms.
- Cisco and Brocade network equipment.
- Server and workstation hardware.
- Windows Server and Desktop Operating Systems.
- Structured Query Language (SQL).
- Telephony systems.

Supervision Received and Exercised:

- Receives direction from the Chief Executive Officer (CEO) or designee.



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COMPENSATION & BENEFITS

The 9-1-1 Authority offers a highly competitive benefits package to include:

- Hiring range of \$65,100 to \$81,370 with opportunities for advancement
- Medical, Dental, Vision, Life & AD&D Insurance
- Paid time off to include ten paid holidays
- Tuition Reimbursement Program
- Retirement and 401k with Colorado PERA
- Excellent team environment
- Cutting-edge training opportunities
- Chance to make a difference in public safety in your community

JOIN OUR TEAM

To apply, visit <https://elpasoteller911.org/148/Employment-Opportunities>
Or send a copy of your resume to careerservices@elpasoteller911.org

Our Mission Statement

The El Paso-Teller County 9-1-1 Authority shall provide the public reliable access to public safety agencies by managing high quality, redundant, secure, and cost-effective 9-1-1 services while providing exceptional customer service to Authority stakeholders.