



## CUYAHOGA COUNTY ANNOUNCES THE FOLLOWING CAREER OPPORTUNITY

### Senior Certified Network Engineer

Salary: \$69,206.59 - \$78,163.01

Information Technology

Location: 2079 East 9th St.  
Cleveland, OH 44115

Reports to: Network Engineering Manager

Hours: 8:30am - 4:30pm

Monday - Friday

This is a noncompetitive civil service position. All communications regarding your qualifications and the civil service eligibility list will be made via email, using the address on your online profile. You must monitor your email for communications about important deadlines.

**REQUIREMENTS:** Bachelor's degree in computer science or a related field with five (5) years of experience in design, maintenance and installation of local and wide area networks; or an equivalent combination of education, training, and experience. Certification in current County technologies.

**PREFERRED REQUIREMENTS:** IT Service Management development and administration experience, preferably in Cherwell Service Management. Experience with engineering best practices to include analyzing, designing, developing, and deploying and supporting software solutions.

- Proven track record in the leadership and execution of large scale projects. Coordinate tasks of junior members or project team members.
- Knowledge of the ITIL Framework and Agile/Scrum methodology is a plus.
- Understanding of ITIL processes – Incident, Problem, Knowledge, Change, Configuration Management. Experience working with and implementing ITIL-based processes is a plus.
- Demonstrated technical knowledge of Microsoft SQL, LDAP, SAML, ADFS, and Active Directory
- Development experience in APIs, web services; Scripting experience is desirable.
- Experience with report writing via SQL Reporting, Crystal Reports, or other reporting tools
- Strong sense of ownership and the ability to work with a limited set of requirements. Strong analytical and problem-solving skills are required.
- Strong background in Microsoft applications (Included but not limited to Word, Excel, PowerPoint, etc.)
- Strong oral and written communication skills. Ability to perform presentations to stakeholders.



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**RESPONSIBILITIES:** Plans, configures, installs and maintains local area networks; utilizes current County technologies and a variety of procedures, protocols and wireless communication bridges; utilizes the internet and downloads files, software patches and updates to correct file servers and nodes; assesses user needs and designs, builds, configures, installs, monitors and maintains servers, systems and programs to ensure internet, Local Area Network (LAN) and intranet efficiency; plans for and performs operating system upgrades; designs and programs system applications; installs computers according to specifications of end user and/or third party software or hardware vendors; monitors system performance; performs troubleshooting analysis of servers, workstations and associated systems; resolves and documents network problems; works with outside vendors to resolve purchasing issues or to acquire technical support for equipment failures and service issues. Performs backups and virus protection and maintains the County internet firewall; develops and installs data retrieval system for retrieval and emergency systems; manages user accounts, permissions, email, anti-virus, and anti-spam; controls access to the network, updating security programs and performing frequent changing of passwords; installs security programs to prevent unauthorized access to privileged data and information. Assists other departmental staff with questions or problems associated with servers or their applications and by providing network connectivity; trains users on how to connect to network applications and to use of the internet and on software. Participates in departmental decision-making related to network systems and provides advice and recommendations regarding possible disruptive issues within the network; provides threat assessment to Information Technology Department security group in both Internet and Intranet matters.

**DISTINGUISHING CHARACTERISTICS:** Partners with a third-party consultant to assist in the development and execution of the Cherwell strategic plan. Configures and develops solutions on the Cherwell Service Management Platform by building and implementing forms creation, workflows, blueprint management, one-steps, dashboards, and specifics. Designs and implements interfaces into ADFS, SolarWinds, Microsoft SCCM, etc. Identifies requirements by conducting meetings with stakeholders; and develops solutions to strengthen operational efficiencies. The ability to communicate clearly to train end-users on new processes developed. Interface Cherwell with existing county data sources and tools. Generates reports based on requests received by the lines of business. Ensures all processes and documentation are recorded for archival purposes.

**APPLICATION PROCEDURE:** Please complete an on-line profile. Applications and resumes will only be accepted through the on-line process. All job offers are made with the understanding that prospective employees pass a drug test and a criminal background investigation prior to being hired.

**Applications must be received by 4:30 pm, January 16, 2018**

Reasonable accommodation is available to all employees and applicants. If you have a disability that needs to be accommodated, please contact the Department of Human Resources/ADA Coordinator at (216) 443-7190.

**Please note that this position may be subject to an oath of office and/or bonding requirements pursuant to Chapter 107 of the**

**Equal Opportunity Employer - Smoke-free and Drug-free Workplace.**

**Visit our website: [www.cuyahogacounty.us](http://www.cuyahogacounty.us)**

Posted: 12/14/2017