

Job description

Network Engineer

The Mississippi Department of Information Technology Services (ITS), Telecom Services Division is seeking qualified persons to fill the role of a Network Engineer. Roles in this job family are accountable for the planning, development, installation, and operation of current and future networks, including telecom LAN, WAN, and data center. This includes the compatibility of technology between different locations.

Key Responsibilities

- Implementation of State data networking solutions including data center switching infrastructure, statewide MPLS network, Capitol Complex fiber network, Internet access, and other key network infrastructure components.
- Research emerging technologies as related to State networking infrastructure and make recommendations for deployment of those technologies.
- Day-to-day monitoring, management and troubleshooting of all networking devices that comprise the Statewide area network, Capitol Complex fiber network, and Data Center networks.
- Utilize network management tool to proactively investigate/research and troubleshoot all potential network issues before the event causes a problem with a customer.
- Work Service Desk trouble tickets initiated by customers and perform diagnostics and troubleshooting to resolve agency networking problems as they arise.
- Work with carrier networking engineers in the resolution of problems including circuits, routers, switches, etc.
- Work with agency technical staff and/or vendors in resolving networking problems between agency network and State network

Required Skills

- Strong customer-service, oral and written communication, technical documentation, time-management, and project management skills
- Able to understand and analyze “big-picture” concepts
- Excellent change impact analysis skills for break-fixes, upgrades, and patches
- Able to take a concept or goal from requirements and manage it through the complete lifecycle of the product or solution
- Able to work in a dynamic, high-demand, high-visibility position while keeping a professional attitude and composure

- Able to speak and relay information intelligently to both highly technical administrators and non-technical personnel from various state agencies, customers, vendors, and other organizations
- Excellent analytical and problem-solving abilities
- Able to work effectively both individually and within a small team environment to accomplish team projects and solve technical problems
- Able to multi-task effectively, handling multiple projects simultaneously
- Ability to adapt to and learn new products and processes
- Able to architect, design, implement, support, and evaluate networks and network-related tools.
- Able to evaluate and recommend new and emerging network products and technologies

Qualifications

4 years' experience in networking and an IT-related BS/BA degree. Alternatively, qualified candidates may substitute a minimum of four (4) years of IT-related experience if educational requirements are not met.

Benefits:

- Insurance: Health, Life, Dental, Vision, other supplementals.
- Paid Time Off/Holidays
- Retirement Plan
- Employee Assistance Program
- Hybrid Remote Work Policy for eligible employees

Job Type: Full-Time (8 AM to 5 PM, Monday-Friday)

Salary: \$55,877.96 - \$73,339.82 per year

Interested applicants should email their resume and/or a [State of Mississippi Application](#) to recruiting@its.ms.gov and include the position title in the email's Subject Line.