

Network Infrastructure Specialist III

Job Description

The Mississippi Department of Information Technology Services (ITS) is seeking a motivated and detail-oriented Network Engineer to join our dynamic team. This position must have a information technology background with a desire to build and optimize networks and make contributions to enhance state government.

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.
 - Work with a team of ITS network engineers, ITS project managers, State agency technical staff and/or vendors on various communications projects such as large agency WAN migrations, connectivity to critical State applications, large customer moves, migrations to new voice, data and/or video technologies, State Data Centers network solutions, and upgrades to core infrastructure components.
 - Meet with customer and vendors to gather information for needs analysis and making network design decisions that will be used in a final complex network design for a variety of network projects
 - Build complex network device configurations to support the State's goal for data center, wide area network and Capitol Complex fiber network solutions.
 - Perform network testing, in coordination with Agency technical staff and/or vendors to ensure configurations and/or network perform as designed.
 - Provide overview and feedback to customer agency on technical and configuration options.
 - Work with project managers and to ensure project tasks are understood and performed to meet delivery timelines and obligations.
 - Research emerging technologies as related to State networking infrastructure and make recommendations for deployment of those technologies.
 - Analyze agency telecom needs and make recommendations for cost-effective and efficient use of communications technologies for large, complex environments.
- 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.
 - Management of network elements within ITS's network management tool (including routers, switches, firewalls, etc.), to ensure all network devices managed are including in active polling. Add/delete/update network elements as needed.
 - 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
- Monitors statewide data network performance and makes configuration changes for optimization and efficiencies
- Perform capacity planning on the statewide data network to ensure optimal network performance at all sites

Research emerging technologies as related to ITS's core infrastructure, make recommendations for deployment of those technologies and then implement those core changes as approved

Preferred 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
- Strong understanding of routing protocols including BGP
- Experience setting up and maintaining QoS
- Working knowledge of DNS/DHCP/IPAM infrastructures and functionalities

Benefits:

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

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

Salary: \$60,906.98-\$83,138.02

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.