Network Engineer

FLSA Status	Exempt
Reports to:	Director, Network Operations
Workplace:	Remote; residence in the Syracuse, NY area is required.
Annual Base Salary Range:	$100,000-$130,000
Interested candidates should send cover letter and resume to hr@nysernet.org	

JOB SUMMARY

The Network Engineer is responsible for the design, implementation and maintenance of NYSERNet's networks, and the technical implementation and support of its members.

KEY RESPONSIBILITIES

Operational Network Projects and Support:
- Design, implement, and maintain the network infrastructure, including LANs, WANs, and wireless networks.
- Ensure that network designs align with member needs and organization standards.
- Monitor network performance and troubleshoot issues using various tools and technologies.
- Implement and maintain security measures such as firewalls, VPNs, and intrusion detection/prevention systems.
- Configure and maintain network hardware such as routers, switches, and access points.
- Participate in an on-call rotation to provide 24-hour support for critical network issues.
- Communicate effectively regarding network outages and status updates to both technical and non-technical stakeholders.
- Maintain comprehensive documentation of network designs, configurations, and policies.
- Work closely with IT, facilities and security team members and external partners to ensure seamless integration and operation of network and IT systems.
- Stay up to date with emerging network technologies and best practices and evaluate potential new services and operational solutions.

Member Implementations & Support:
- Lead and participate in the deployment and onboarding of new members into the network.
- Collaborate with members and internal teams to ensure successful implementation and smooth integration of new members.
- Provide technical guidance and support to new members during the onboarding process.
- Provide ongoing technical support to members and resolve network-related issues promptly.

Pre-Sales Engineering:
- Collaborate with the membership team to understand member requirements and provide technical expertise during the sales process.
- Design and present network solutions to potential members, demonstrating the value and benefits of the proposed solutions.

Cross-functional Collaboration:

- Participate with cross-functional teams, including IT, security, facilities, membership, on projects and initiatives to ensure cohesive strategies and operations.
- Communicate effectively with internal and external stakeholders, members and vendors to provide support, updates, gather feedback and address concerns.

QUALIFICATIONS

- 5+ years' experience in network engineering or related fields, preferring experience with pre-sales engineering, member implementations, and network implementations.
- Strong understanding of network protocols and technologies, including TCP/IP, BGP, DWDM, and VLANs.
- Proficiency with network monitoring and management tools.
- Experience with network security practices, including firewalls, VPNs, and intrusion detection/prevention systems.
- Strong problem-solving skills and ability to work under pressure.
- Excellent interpersonal and communication skills; ability to explain technical concepts to non-technical stakeholders.
- Ability to work independently while also working cohesively as part of a team.
- Availability to participate in weekly on-call rotation for after-hours, weekend and holiday support and occasional nights and weekends for maintenance and emergency support.
- Ability to travel occasionally to NYSERNet office.
- Ability to travel rarely to all NYSERNet physical locations throughout New York State for installation/removal of equipment and other assistance.
- Ability to lift up to 25 lbs, climb an 8-foot ladder and work with common hand and power tools.

WORKING CONDITIONS

- Remote position with flexible work hours.
- Residence in the Syracuse, New York area is required for agile travel to the office and throughout New York State.
- Approximately 10-15% travel frequency.
- Occasional evenings, nights, weekend and holiday work needed.
- 24-hour on call support rotation approximately 10 weeks per year.

ABOUT NYSERNET

NYSERNet has and continues to deliver next-generation internet services to the research and education community for forty years. A trailblazer in research networking, NYSERNet is a member governed organization, with members from leading universities, colleges, K-12 schools, Regional Information Centers (RIC), museums, healthcare, and research institutions. NYSERNet is a vibrant, stable, and well-recognized organization, poised to further grow its services, membership and mission.

NYSERNet is a 501(c)3 private not-for-profit corporation created in service of advancing science, research and education.

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