

Job Title: Network Engineer**Job Status:** Full-Time**Department:** Information Technology**Job Grade:** T606**Reports To:** Information Technology Manager**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 2/21/2025**Location:** Main Office

Position Summary

The Network Engineer is responsible for assisting in the planning and designing of operational and secure networks. They will troubleshoot, install, implement and administer NBU's networks and communications systems. They will help analyzing capacity issues and plan for future growth and construction. This engineer will assess network performance to ensure it meets NBU's present and future needs as determined by business and external impacts. They will provide input to network planning for the IT Manager.

Essential Duties & Responsibilities

- Designs and implements network systems
- Configures routers, switches and firewalls
- Conducts short and long-term planning to meet network requirements
- Provides support for network connectivity or related network issues for the user community
- Plans and monitors the installation of network systems
- Analyzes network activity and network problems to discover and prevent systematic errors
- Recommends network design changes/enhancements for improved systems availability and performance
- Troubleshoots, diagnoses, and resolves network problems
- Research, analyze, and recommends the implementation of software or hardware changes to rectify any network deficiencies or to enhance network performance
- Assist with management of NBU phone system to include programming and deploying phones, managing messaging and call tracking
- Troubleshoot and repair phone issues for users
- Manage and plan Wi-Fi coverage
- Track and manage fiber outside plant connections and maintenance
- Works with Cyber Security Department to recommend, develop and update network security guidelines
- Ensures planned disaster recovery testing activities are performed and that technical criteria are met
- Regular contact with internal and external customers and contractor representatives involved with LAN/WAN design, network implementation, and network management
- Ensure security best practices are identified and integrated into network system configuration and new implementation projects
- Coordinate, develop and maintain network system documentation; monitor and review changes and documentation updates for accuracy, currency, and compliance with policies and procedures
- Ensure compliance of change control procedures and policies; evaluate and participate in meeting requirements for re-validation

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable

- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Computer Science

Work Experience Time Frame: Three Years or More

Other: [Click or tap here to enter text.](#)

Certification and Licensures Requirements

- Preferred:
- Cisco Certified Network Associate (CCNA)
 - Certified SonicWall Security Administrator (CSSA)
 - Avaya Support Professional Specialist (ASPS)
 - Comp TIA Network +
 - Comp TIA Security +
 - Familiarity with virtualization technology for servers and networks

Other Minimum Qualifications

- Availability to work hours other than regular schedule, including nights, weekends and holidays.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

[Click or tap here to enter text.](#)

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Telephone, network switches, firewalls, routers

Physical Demands

- Standing:** Rarely
 ☐ Making Presentations
 ☒ Observing Work Sites
 ☒ Observing Work Duties

☒ Communication with Co-Workers

Fine Dexterity: Constantly
☒ Computer Keyboard

- ☒ Telephone Keypad
- ☐ Calculator
- ☐ Calibrating Equipment

Walking: Occasionally

- ☒ To Other Departments/Office/Office Equipment
- ☐ Around Worksite

Lifting: Frequently

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Carrying: Frequently

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Constantly

- ☒ Desk Work
- ☒ Meetings
- ☐ Driving

Reaching: Occasionally

- ☒ For Supplies
- ☒ For Files

Handling: Occasionally

- ☒ Paperwork
- ☐ Monies

Kneeling: Occasionally

- ☐ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- ☒ File Drawers
- ☒ Equipment
- ☐ Table and Chairs
- ☐ Hose

Climbing: Rarely

- ☒ Stairs
- ☒ Ladder

Other: Click or tap here to enter text.

- ☐ Step Stool
- ☐ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☐ Observing Worksite

Foot Controls: Never

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Rarely

- ☒ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

Bending: Rarely

- ☐ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☐ Making Repairs

Crouching: Rarely

- ☒ Filing in Lower Drawers
- ☐ Retrieving Items from Lower Shelves/Ground

Crawling: Rarely

- ☒ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

Hearing: Frequently

- ☐ Communication Via Telephone/Radio/To Co-Workers/Public
- ☐ Listening to Equipment

Twisting: Frequently

- ☒ From Computer to Telephone
- ☐ Getting Inside Vehicle

Talking: Frequently

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☐ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☒ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date