



Information Technology Engineer

Position Summary- The IT/ITS Engineer is responsible for the design of existing and future network expansions, and technical advancement. The IT/ITS Engineer's responsibilities include reviewing, analyzing, modifying, installing, and maintaining hardware, software applications, and programs. In addition, the IT/ITS Engineer is responsible for the administration, connection, and configuration issues related to any of the Agency's LAN/WANs, Telephony systems, security systems, storage systems, and cloud systems.

Required Education & Experience

- Bachelor's degree in Computer Science, Information Technology, Computer Information Systems or a related field.
- Minimum of 5 years of progressively responsible experience as a System Engineer, System Analyst or Network Engineer.
- Minimum of 5 years experience in Security and Risk Management, Communications and Network Security, Identity and Access Management, and Security Assessment and Testing.

Required Knowledge, Skills & Abilities

- Thorough knowledge of Cisco security, network equipment, system design, architecture and integration techniques, Windows Operation Systems, database connectivity, Commvault Backup Software or other related backup solutions.
- County-wide fiber management/design/support.
- Thorough knowledge of VMWare Virtualization systems, Cloud-based solutions, Linux OS, Microsoft Office Suite or other related business applications.
- LAN /WAN Network design, analysis, and planning.
- Configuration, installation, and troubleshoot VPN, network switches, routers and firewalls.
- Enterprise antivirus solutions for servers and desktops.
- Experience and training in network monitoring and troubleshooting tools.
- Understand and analyze highway construction plans, mobile devices operating systems (iOS/Andriod), Single-mode fiber network design, SNMP monitoring system, NAS storage, and Enterprise patch management system.
- Experience with SAN storage systems.
- Knowledge of information security including policy and procedure implementation, risk management and security architecture.
- Experience with public audit requirements and IT Governance standards.
- Excellent research, analytical, and interpersonal skills.
- Ability to effectively troubleshoot hardware and/or software problems.
- Ability to effectively present information to management verbally and in writing.

- Ability to effectively work independently or as a part of a team.
- Communicate effectively both verbally and in writing.
- Ability to work in a fast-paced, rapidly changing environment.
- Ability to effectively collaborate with other IT team members to ensure seamless support and service delivery.
- Ability to manage multiple tasks and prioritize effectively.
- Ability to provide exceptional support and build positive relationships with users and effectively communicate technical information to non-technical users.

Essential Duties

- Design and implement network communication for HQ office and ITS remote locations, including configuration of network equipment, router, switch, firewall, etc.
- Design, review, and provide input on all of the Agency's construction projects including ITS and state-initiated projects.
- Provide technical assistance to any of the Agency's partners including public or private entities.
- Provide senior-level support to the Information Technology Analyst and ITS Field team.
- Design and implement network security for HQ office and ITS remote locations.
- Maintain, and troubleshoot 41+ miles of fiber optical network using DWDM and CWDM technologies.
- Effectively provide 24/7 on-call for ITS and FL511 system to ensure the traffic information is available for GMX's customers and for essential systems, email, core network switches and routers, MDM, etc.
- Administrate and maintain Cisco IP phone systems, Microsoft Active Directory and DNS servers
- Administrate Microsoft on-premise Exchange email system.
- Administrate and maintain Dell and Cisco L2/L3 routers and switches.
- Actively monitors the utilization of all networks to detect potential errors or problems. Design, install, and maintain new network expansion to accumulate the growth of the Agency's ITS infrastructure.
- Implement and maintain Radius and Tacacs+ authentication on GMX network equipment including Cisco and Ruggedcom and Dell networking devices.
- Administer and support heterogeneous systems with over 100 servers in over 11 locations. (Windows, Unix, Linux, Sun Solaris)
- Administrate and maintain network connections for ITS systems on the agency's roadways.
- Adhered to GMX disaster recovery, backup strategy, and business continuity plan.
- Annually perform DRP testing on power systems and system restores.
- Perform fiber management, including allocation, damage assessment, plan reviews, etc.
- Create and maintain documentation and operational procedures on systems and communication networks.
- Work with staff and outside consultants to make the GMX systems interoperable to facilitate the sharing of information.
- Provide second-tier end-user support for all GMX-licensed applications field team; and ITS system and end-user training.
- Troubleshoot and resolve problems related to the GMX Telephony system.
- Research, Implement, Support and Maintain GMX administration System.
- Plan and implement systems automation as required for better efficiency
- Ensure the enforcement of information system security, audit and DRP procedures working in conjunction with the Information System and Tehcnology Manager and auditors
- Provide physical security technical support for all GMX sites.
- Provide weekly status reports.
- Effectively manage computer rooms including plazas, shelters, and other GMX-related sites power and environment controls.

- Audit the backup, server log and end-point protection implementation on field system.
- Attend and support Committee and Board meetings as directed including but not limited to audio and video recording and streaming and teleconference/videoconference.

Special Requirements, Licenses & Certifications

- Cisco Certified Network Professional (CCNP), Microsoft Certified Systems Engineer (MCSE), VMWare Certified Professional (VCP), Certified Ethical Hacker (CEH), AWS, Azure certifications desired.
- Possession of a valid Florida Driver's License and ability to maintain a safe driving record in order to occasionally operate GMX vehicles for business purposes.

Working Conditions & Required Physical Abilities

This position is located in a quiet to moderately noisy office environment.

Individuals in this type of position must have the use of sensory skills to effectively communicate with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and use and operate various office equipment. It may involve extended periods of time seated at the keyboard or workstation. It may involve lifting, carrying, pushing and/or pulling of materials and objects weighing up to 60 lbs.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the job.

Salary Range: Full-Time Exempt - \$85,000 - \$115,000

Full Time / Non-Remote