



Information Technology Engineer

Position Summary

Under general direction and reporting to the Information System and Technology Manager, the IT Engineer is responsible for design of existing and future network expansions, and technical advancement. The IT Engineer responsibilities include reviewing, analyzing, modifying, installing, and maintaining hardware, software applications and programs. In addition, the IT Engineer is responsible for the administration, connection and configuration issues related to any of the Agency's LAN/WANs, security systems, storage systems, and cloud system. Provide technical assistance on FL 511 and inter-state / inter-agency connection management. Provide senior level support to the Information Technology Analyst and ITS Field team.

Essential Duties

- Design and implement network communication for HQ office and remote locations, including configuration of network equipment, router, switch, firewall, etc.
- 24x7 on-call for essential systems, email, core network switches and routers, MDM, etc.
- Visit and troubleshoot network issue on remote locations.
- 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 infrastructure.
- SunGuide and ITS server maintenance, upgrades, and virtualization support
- Administrate and maintain network connections for remote locations 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.
- Administrate Microsoft Active Directory and DNS servers.
- Perform basic fiber troubleshoot, includes allocation, damage assessment, plan reviews, etc.
- Create and maintain documentations and operational procedures on systems and communication networks.
- Anti-Virus System Administration
- 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 Information System and Tehcnology Manager and auditors
- Provide weekly status reports.
- UPS, power, and environmental management for TMC and field server rooms
- Provide second Tier support for helpdesk support, and field team.
- Backup system administration (Veeam), endpoint protection, and vulnerability scanning.

- Virtualization Administration (VMware and XCP)
- Network Storage and File System Management

Required Knowledge, Skills & Abilities

- Thorough knowledge of Cisco security and network equipment
- System design, architecture and integration techniques.
- Windows Operation Systems and database connectivity.
- Commvault Backup Software or other related backup solutions.
- Linux OS.
- Cloud based solutions
- County wide fiber management/design/support.
- Thorough knowledge with VMWare Virtualization systems.
- LAN /WAN Network design, analysis, and planning.
- Microsoft Office Suite or other related business applications.
- Configuration, installation, and troubleshoot VPN, network switches, routers and firewalls.
- Enterprise antivirus solutions for servers and desktops.
- Experience and training on network monitoring and troubleshooting tools.
- Understand and analysis highway construction plans
- Mobile devices operating systems (iOS/Android)
- Single Mode fiber network design
- SNMP monitoring system.
- NAS storage systems.
- 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 requirement and familiar with IT Governance standards.
- Excellent effective communications skills, both written and verbal.
- Excellent research skills.
- Excellent analytical skills.
- Excellent interpersonal skills.
- To understand system requirements.
- To concentrate and pay close attention to detail.
- To troubleshoot hardware and/or software problems.
- Effectively present information to management.
- Handle multiple projects simultaneously.
- Willingness to cooperate with others to accomplish objectives and work toward common goals.
- To work independently or as a participant in a small to large sized team.

Required Education & Experience

- Bachelors degree in Computer Science, Information Technology, Computer Information Systems or a closely related field
- Minimum of 5 years progressively responsible experience as a System Engineer, System Analyst or Network Engineer

An equivalent combination of training and experience that provides the required skills, knowledge, and abilities for this position may be considered.

Special Requirements, Licenses & Certifications

- Cisco Certified Network Associate (CCNA) or Professional (CCNP) desirable.
- A+, Network+, Microsoft Cerifications, VMWare Certified Professional (VCP), AWS, Azure certifications desirable
- 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 in order to effectively communicate with other employees and the public through use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers in order to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and to effectively use and operate various items of office related equipment; such as but not limited to personal computer, calculator, copy and fax machines. May involve extended periods seated at a keyboard or workstation. May occasionally involve lifting, carrying, pushing and/or pulling of materials and objects weighing up to 50 lbs.

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

Fulltime Exempt

Salary Range: \$85,000 - \$115,000