

## **Position Description**

### **IS Enterprise Network Services Consultant Administrator**

#### **Position Summary**

The Division of Enterprise Technology provides statewide information technology services utilizing a combination of both State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the general review of the Section Chief/Unit Supervisor, this position functions as a lead technical expert for the enterprise network infrastructure. This position is responsible for the integration and connectivity of very complex, disparate distributed network communication infrastructure that involves multiple hardware and software platforms, multiple operating systems, and advanced, emerging technologies such as CISCO network switches, advanced network configurations firewalls, and wireless configurations. This position is responsible for the research, development, and support of core network infrastructure and tools to allow for all communications between IT assets connected to the state network.

This position coordinates development and implementation of network hardware for all major, complex IT systems in all state agencies. It serves as a consultant and provides direction to senior project leaders and managers in the architecture of systems. Extensive coordination and consultation with many other technical support units, applications development units, other State agencies, and vendors is involved. This position provides a high level of customer service and consulting support on a broad array of services. The position also will participate in and lead projects from genesis through implementation and completion. The incumbent will frequently work on projects and tasks that require strong customer service skills, good communication skills and the ability to work within a team approach. The ability to function with an enterprise perspective and to work with technical staff, DET management, and other entities' staff on technical design and business issues is critical.

This position is accountable for the quality of service provided to state agencies and other partners. This position also provides on call technical hardware and software support of the infrastructure environment that supports the very complex and critical application systems 24x7x365.

#### **Goals and Worker Activities**

- 45% A. Provide technical support and technical direction for enterprise network infrastructure, including network hardware, software, and services.**
- A1. Use advanced- level knowledge to research, install, test and implement enterprise network hardware, Configure and setup Cisco Firewalls, VPN Concentrators and Security appliances for access to vital business applications
  - A2. Design, setup, configure, and maintain complex switching environments. Maintain installed enterprise network hardware, system software, on an ongoing basis to remain at recommended release level and to resolve problems in order to maintain

system stability. This would include implementing recommended patch levels and recommended security patches and fixes.

- A3. Design, setup and configure complex wireless networking that supports open or secured access and the ability to support voice and video applications Use expert-level knowledge of enterprise network hardware and software problem determination techniques to troubleshoot problems. Use available documentation and work with vendors, other infrastructure staff, or agency staff as needed for problem resolution.
- A4. Maintaining multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities.
- A5. Provide direction for use of procedures along with developing, establishing, and documenting procedures for the proper use and support of enterprise network hardware and software.
- A6. Coordinate the fulfillment agency requests for network services as assigned through the service request process.
- A7. Actively participate and lead in the development, documentation and implementation of IT management best practices to ensure the quality of services delivered to customers and partners.
- A8. Provide oversight and direction to vendors providing server hardware and software management and other infrastructure services to ensure procedures are being followed and program goals are achieved.
- A9. Work with Security to develop and implement sound security practices and policies that balance the need for security and accessibility of business applications.
- A10. Monitor network data and make recommendations to better utilize resources for optimal performance and cost-effectiveness.
- A11. Maintain records of tuning changes made and their affect on total resource utilization.
- A12. Maintain metrics to measure and evaluate shared IT infrastructure systems and usage.
- A13. Lead in the development, establishment and documentation of disaster recovery procedures.
- A14. Participate in Disaster Recovery documentation creation, modification, and testing
- A15. Actively mentor and guide staff in development of problem identification and resolution skills.
- A16. Actively mentor and guide staff in development of mainframe implementation, testing, and maintaining of network hardware and software skills.

**30% B. Provide advanced leveled network infrastructure consulting support.**

- B1. Meet with agency customers and other infrastructure areas to review and understand their requirements as they relate to the shared enterprise infrastructure.
- B2. Evaluate agency needs and make recommendations regarding planned projects requiring enterprise shared IT infrastructure systems to enable customers to make the best use of the shared infrastructure to meet their business requirements

- B3. Provide technical analysis and advice to agency customers to allow them to successfully plan for changes to enterprise shared IT infrastructure system configurations.
- B4. Analyze agency service requests and develop plans and designs (as needed and within standards) to meet their objectives.
- B5. Communicate and respond to customer inquiries, incidents, and requests daily to ensure high levels of customer satisfaction.
- B6. Meet with agency customers to understand their disaster recovery requirements and make recommendations to the DR recovery strategies.
- B7. Participate in and at times lead statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.

**20% C. Lead and participate in complex IT projects to implement and maintain enterprise and agency specific server infrastructure and systems.**

- C1. Develop and use divisional project management policies, procedures, and practices in leading teams in implementing complex infrastructure components and enterprise applications.
- C2. Lead teams to help them understand and follow enterprise information portfolio management policies, procedures, and practices.
- C3. Participate on project teams under the direction of a project manager as assigned.
- C4. Lead project teams.

**5% D. Continually update technical skills and participate in the Employee Development Program and other duties.**

- D1. Maintain familiarity with activities and trends in the infrastructure hardware and software and other related technologies.
- D2. Attend appropriate training courses, conferences and seminars.
- D3. Read technical publications to maintain a high level of technical knowledge concerning data processing hardware and software with particular emphasis on shared infrastructure technology.
- D4. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.
- D5. Perform other assigned tasks not specifically enumerated.

**Knowledge, Skills, and Abilities**

- 1. **Advanced** experience with WAN and LAN technologies and protocols such as OSPF, BGP, HSRP, VPN, Switching, Trunking, VLAN, NAT, ACL, leased lines, and structured cabling.

2. Ability to deliver quality service and maintain positive working relationships with customers.
3. Ability to function as a team member, including the open sharing of information, willingness to help out wherever needed, and an understanding that team and the organization's objectives supersede personal agendas.
4. Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
5. Knowledge of and ability to apply IT service-delivery management best practices and procedures.
6. Understanding of project management concepts and tools.
7. Resourceful in identifying and obtaining information sources needed to perform duties effectively.
8. Ability to learn quickly; synthesize complex information, identify key points and communicate results accurately and effectively.
9. Knowledge that IT exists not for its own sake but for the business value it brings.
10. Knowledge of and ability to perform technology and product research, testing, installation, customization, troubleshooting and support.
11. Knowledge of Data Center configuration and maintenance
12. Knowledge of remote network administration which included installation, administration and troubleshooting experience.
13. Knowledge TCP/IP, DNS, DHCP, WINS and other common network protocols.
14. Knowledge of network management concepts and software such as different monitoring tools.
15. Knowledge of open source systems software alternatives to purchased software.
16. Ability to provide advanced-level network infrastructure consulting to customers.
17. Understand and follow published IT management policies and best practices in such areas as Service Delivery and Service Support.
18. Ability to develop and mentor staff in the above skills