



## ***Southern Arizona's Premier Social Service Agency***

Old Pueblo Community Services is an EOE/M/F/VET/DISABILITY Employer

## **Network Engineer**

### *IT Support*

We are seeking a service-oriented and self-motivated professional to join our IT Department. In this role, you will work on maintaining and monitoring our networks, servers, Microsoft365, Windows clients, and phones and working with our support team and support services. You will oversee and manage our network's performance, security, reliability, and accessibility. You will be tasked with solving complex technical issues and collaborating with team members across all departments to assist them with their technical requirements.

### **Employee Benefits**

Competitive Salary , Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid life insurance, Employer Paid Training, 160 Hours Paid Time Off (PTO) Per Year

***Selected by the Tucson Metro Chamber of Commerce as the best non-profit for Workforce Development in 2019, and Outstanding Non-profit in 2014.***

### **Network Engineer Duties and Responsibilities:**

1. Assist IT Support Team and with support functions.
2. Create documentation for the IT Support Team.
3. Monitor and manage the network performance, security reliability, and accessibility; develop, enforce and maintain network policies and practices; monitor LAN, WLAN, VLANS, VPNs, and WAN bandwidth and performance.
4. Install and support LANs, WANs, network segments, Internet, intranet, VPNs, and other systems.
5. Serve as point of escalation for network issues.
6. Manage the process for auditing servers, devices, and network at multiple sites in Tucson.
7. Layer 2 & 3 switch administration.
8. Create and maintain Windows images.
9. Manage backup systems.
10. Manage IT projects
11. Complete assigned operations to achieve goals within available resources; plan and organize workloads, train technology staff.
12. Plan and complete maintenance of the organization's network and servers.
13. Create and maintain processes for the IT Support Team and manage and support the organization's IT devices, such as clients, phone systems, and cell phones.
14. Maintain the integrity of the network, servers, clients, and security of those systems.
15. Set up and maintain servers and Hyper-V environments.
16. Provide technical guidance to employees, colleagues and/or customers.
17. Provide phone support to resolve technical issues.
18. Provide onsite support, such as walking colleagues through steps to help them resolve their technical problems.
19. And other duties as assigned.

**Network Engineer Qualifications:** 4+ years of increasingly responsible technical, networking, and server administrator experience. Strong understanding IP networking fundamentals and extensive

Job Status  
Full Time

Pay Comments  
Salary based on experience.

***We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.***

Mail Resume/Application to:

Ms. Jeanie Pike  
HR Director  
Old Pueblo Community  
Services  
4501 E. 5<sup>th</sup> St.  
Tucson, AZ 85711

Email Resume/Application to:  
**hr@helptucson.org**



Employment References, drug screen and background check is conducted pre-employment.

experience in the application of IP protocols. Experience with Veeam and Hyper-V. Experience with automation and scripting. Hands-on experience with server and email administration. Expert network administration and leadership skills. Strong customer service skills. Experience with computer Windows imaging. Willingness to solve complicated problems and see projects through to completion. Knowledge of computers, networks, and remote troubleshooting techniques and systems. Skill in analyzing computer hardware and software problems. Excellent problem-solving and analytical skills. Skill in time management and in dealing with multiple priorities. Ability to effectively communicate verbally and in writing. Experience with process improvement in IT. Strong knowledge of server architecture and hardware. Proficient with Microsoft Office, Networking /Routers/Firewalls/Wireless Access Points, and Microsoft Windows Server 2012 R2, 2016, 2019, and 2022. Admin experience and knowledge in Microsoft365, Windows 10, Active Directory (AD), Azure AD, Microsoft Exchange, Exchange Online, SharePoint, and Windows file structure and permissions. Experience with UniFi Network equipment. Ability to lift 25 lbs. Bilingual, Bicultural and/or Veteran a plus. Ability and willingness to work flexible schedules and be on call. Personal vehicle for use on agency business, with proof of insurance. Certifications are preferred but not required.