

Junior Network Engineer (2) Roles and Responsibilities

The Jr. Network engineer is responsible for daily administration, maintenance, installation and general support of the USDA, OCIO, Network Services Branch (NSB) Metropolitan Area Backbone. He/She is responsible for accessing the OCIO backbone for feasibility of VOIP, Wireless, IPV6 implementation. The main duties are listed below:

ADMINISTRATIVE TASKS

- Review and revise related standard operating procedures (SOPs) as required
- Responsible for providing input to the weekly and monthly status reports
- Act as back up for managing system back-ups and restores
- Generate and update ITSM tickets when required
- Act as back up for monitoring/answering the NOC service line
- Opening/updating the WTSO bulletin board
- Responsible for asset management and documentation
- Act as back up for Systems Administration for monitoring systems log files
- Primary for Managing Backups and Restores

DAILY/WEEKLY/MONTHLY TASKS

- Responsible for setting up user accounts, permissions and passwords
- Assists with installing, supporting and maintaining new hardware and software infrastructure;
- Monitors network usage
- Responsible for maintaining the IP address management database
- Primary for conducting device configuration management - Cisco TFTP server
- Managing system backup and restore (Syslog, Tacacs, Cisco Works)
- Responsible for monitoring network usage
- Assist in ensuring that all IT equipment complies with industry standards;
- Working closely with other departments/organizations and collaborating with other IT staff
- Responsible for planning and implementing future IT developments and undertaking project work
- Participate in undertaking routine Preventative measures and implementing, maintaining and monitoring of the NSB
- Provides back up for VPN Service for Cisco 3000 VPN concentrator
- Provides back up for Cisco IOS VPN
- Provides back up for Network Core/Distribution Routing with Cisco IOS
- Provides back up for Network Access-layer switching with Cisco IOS
- Primary for VLAN Support & administration with Cisco IOS/Cisco Works 2000
- Asset management and documentation-back-up for junior engineer 1
- Spare parts reporting-back-up for junior engineer 1
- Generate and update ITSM tickets when required
- Act as back up for monitoring/answering the NOC service line
- Opening/updating the WTSO bulletin board

TROUBLESHOOTING/SUPPORT

- Assist HQMAN with best practices and ensure availability of service, confidentiality and integrity of systems and data.
- Provide troubleshooting support and recommendations for security and network issues.
- Make recommendations on proposed projects such as wireless conference room, IDS/IPS implementation.
- Participate, suggest analyzing in resolving faults and provide solutions to problems
- Providing technical support for users with varying levels of IT knowledge and competence;
- Primary for Network Troubleshooting, Support & recommendations



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