

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 6457  
Grade: 23  
FLSA: Exempt

**Standard Job Description**

Job Title  
Network Engineer

Department  
Hospital Information Systems (HIS)

**Job Summary**

Provides direction, information, and recommendations regarding network configurations and installation designs. Installs and supports Cook County Health & Hospitals System (CCHHS) computer systems, local-area networks (LAN), wide-area networks (WAN), VoIP, network segments, Internet and Intranet systems. Maintains network hardware and software, analyzes problems and monitors networks to ensure the availability to system users. Gathers data to identify customer needs. Interprets and evaluates systems and network requirements, and coordinates and implements network security measures. Provides customer support, maintenance and administrative work to the Hospital Information Systems (HIS) Department network. Uses a wide degree of creativity and latitude during the course of duties.

This position is exempt from Career Service under the CCHHS Personnel Rules.

**Typical Duties**

- Maintains a thorough understanding of the basics behind the Internet and its workings (DNS, Security, IP Routing, HTTP, VPN, Email Routing, SPAM, etc.)
- Configures and setups Cisco Firewalls, VPN Concentrators and Security appliances for access to vital business applications
- Designs, setups and configures complex switching environments
- Designs, setups and configures complex wireless networking that supports open or secured access and the ability to support voice and video applications
- Maintains a thorough understanding of LAN
- Assists in the design of multi-server environments including IP address schemes, DNS, WINS, Ether-Channel (Bonding), etc.
- Configures and installs client and server network software for upgrading and maintaining network and telecommunication systems
- Maintains multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities
- Manages assigned projects and program components to deliver services in accordance with established objectives
- Responds to inquiries from staff, administrators, service providers, site personnel and outside vendors, etc. to provide technical assistance and support
- Supervises the administration of systems and servers related networks to ensure availability of services to authorized users.
- Troubleshoots malfunctions of network hardware and software applications, telephones and security systems to resolve operational issues and restore services
- Utilizes network management support tools, Cisco Prime, Solar Winds, Cisco Ise, ASA, Source

Fire, etc. to monitor network

**Typical Duties continued**

- Schedules and coordinates any network downtime with the Help Desk and broadcasts appropriate messages to end uses
- Serves as administrator for DHCP and is responsible for VLAN scopes and static IP log
- Works with other Network Support team members across Cook County
- Participates and represents HIS on network projects across the system
- Serves as a Subject Matter Expert (SME) and resolves all network issues
- Performs other duties as assigned

**Reporting Relationships**

Reports to Network Officer

**Minimum Qualifications**

- Bachelor's Degree in a computer or network engineering field and six (6) years of experience supporting a complex IT network environment **OR** a high school diploma or G.E.D Certificate and at least ten (10) years of experience supporting a complex IT network environment

**Preferred Qualifications**

- Networking experience in a healthcare environment

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of Microsoft Office Suite and overall PC knowledge
- Knowledge of computer technology, installation and configuration of workstation equipment
- Knowledge of Cisco Works, VoIP, Solar Winds, Cisco Ise, ASA, Source Fire, Intrusion Detection and Network Policy Manager Software packages, etc.
- Knowledge of Cisco's Technical Assistance Center (TAC) to open and close support calls
- Skilled in problem-solving with strong attention to detail
- Customer service skills and the ability to react diplomatically and patiently to internal and external customers
- Written and verbal communication skills coupled with the ability to read, analyze and interpret technical procedures
- Ability to develop and maintain strong working relationships with internal and external customer and contacts
- Ability to function in a fast paced environment and in stressful situations while meeting deadlines
- Ability to manage multiple projects utilizing best practices based on departmental priorities, policies and procedures
- Ability to function autonomously and as a team member in a multidisciplinary team
- Strong response time to phone calls, emails and customer/user requests
- Strong initiative

