

## **JOB TITLE: NETWORK SYSTEMS ENGINEER**

The Springfield Water and Sewer Commission (SWSC) is seeking a highly motivated and innovative candidate to work as a **NETWORK SYSTEMS ENGINEER III** at our Bondi's Island facility in Agawam, MA. The job of Network Engineer III was established for the purpose of coordinating/designing networking, database, voice, and data communications for the Commission to ensure the flow of information among all Commission computers and staff members; and providing technical expertise for problem solving related to core network infrastructure and devices such as switches, routers, virtualization, telecommunications, and storage.

**About SWSC:** SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility. SWSC employs approximately 250 people in roles ranging from engineering, laboratory, construction, union labor, customer service, and professional services, all of which serve 250,000 retail and wholesale customers in the lower Pioneer Valley through a regional water and wastewater infrastructure system. Governing oversight is provided by a three-member Board of Commissioners, appointed and approved by the Mayor of Springfield and City Council, with an executive director managing day-to-day operations. SWSC is not affiliated with any department of the City of Springfield and maintains its own budget, personnel, assets, policies, and procedures.

**Mission Statement:** SWSC's mission is to provide an adequate, uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment.  
[www.waterandsewer.org](http://www.waterandsewer.org)

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides highest level software and hardware support of all complexity on a daily basis via telephone, email, instant message, remote control tool or onsite.
- Review and complete tasks to assure compliance with industry standards.
- Primary resource for all SQL database systems supporting the business.
- Perform periodic risk assessments and initiate risk control/mitigation strategies.
- Perform regular IT audit to discover areas of weaknesses and fortify them.
- Work alongside other departments to achieve company goals and visions.
- Work with vendors and/or consultants as required.
- Write and forward regular reports to the management.
- Provide solutions to any complex IT related challenges in the organization.
- Maintain accurate and up to date documentation and diagraming.
- Perform regular appraisal of systems performance and devise strategies to help with improvement.
- Provide input to capital and operational budgets and manage operations in accordance with approved annual budgets.
- Troubleshoots and restores technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.
- Reviews all incoming incidents and requests into the ticket management system, documenting detailed and accurate troubleshooting steps and instructions, as well as properly notating tickets with all customer contacts.
- Configures, troubleshoots and resolves remote access issues.
- Performs root cause analysis and develops checklists for typical problems.
- Recommends procedures and controls for problem prevention.

- Completely documents any and all changes to Commission systems.
- Maintains knowledge database and ticketing system data to enhance quality of problem resolutions.
- Provide training, mentoring and assistance to Help Desk Staff.
- Install all new hardware, systems, and software for networks.
- Install, configure, and maintain network services, equipment and devices.
- Supports administration of servers, SQL and VM server clusters.
- Documents network problems and resolution for future reference.
- Monitors system performance and implements performance tuning.
- Oversee software and network security.
- Maintains a steady stream of effective communications with customers regarding projects and service tickets.
- Frequently interacts with IT teams to evaluate and determine best practices and hardware/software based on Commission needs.

**EDUCATION AND EXPERIENCE:**

- Technical training – CCNA or higher required
- BS degree in Information Technology or related professional experience.
- Minimum 6 Years Networking/Server experience with systems: Windows, Cisco Systems, Palo-Alto Networks, MS Active Directory, MS Exchange, Office 365, MS SQL, VMware, etc. Advanced knowledge of networking: Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, Routing protocols, DNS, UDP, Latency, VoIP, CoS, QoS, SAN, Security,
- proficient in local and inter-site communication and protocols
- Experience as an IT Professional in the water & wastewater utility field a plus
- Must possess and maintain a current Massachusetts Driver’s License.

Qualified candidates should send their resume and cover letter to [Stephanie.douglass@waterandsewer.org](mailto:Stephanie.douglass@waterandsewer.org).

EOE/AA