IT Network Engineer

Vital Strategies

Vital Strategies, based in New York City, is an international public health organization. We develop and oversee programs to strengthen public health systems and address leading causes of morbidity and mortality, providing expertise in project implementation and management, strategic communications, epidemiology and surveillance, and other core public health capacities. Our specific programs include road safety, obesity prevention, tobacco control, and activities to strengthen public health data systems and the use of public health data to guide policy and decision-making. Activities are based in low and middle-income countries and cities in Africa, Latin America, Asia and the Pacific. Please visit our website at www.vitalstrategies.org to find out more about our work.

The Position

Vital Strategies is seeking qualified candidates for the position of **IT Network Engineer**. This is a full-time position based in New York City. Applicants must possess a valid work permit to work in New York City.

The Network Engineer's role is to ensure the stability and integrity of the voice, data, video, and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization. In addition, the Network Engineer will participate with the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion, and provide end user training.

Specific Duties:

Strategy & Planning

- Collaborate with IT Director to assess short and long-term network capacity needs
- Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records
- Develop, implement and maintain policies, procedures, and associated training plans for network administration, usage, and disaster recovery

Acquisition and Deployment

- Design and deploy LANs, WANs, wireless and cloud network, including servers, routers, hubs, switches, UPSs, and other hardware
- Configure DNS servers
- Manage owned domain names
- Conduct network modeling and analysis to construct a reliable, high-performance integrated network
- Conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking industry

- Oversee new and existing equipment, hardware, and software upgrades
- Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services
- Design, implement, and maintain VOIP phone system to include phone servers, phones, and faxes
- Design, implement, and maintain Audio/Video systems

Operational Management

- Configure networks to ensure their smooth and reliable operation for fulfilling organization objectives and processes
- Monitor network performance and troubleshoot problem areas as needed
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
- Ensure network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances
- Manage servers, including database, e-mail, printers, and backup servers and their associated operating systems and software
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information
- Monitor and test network performance and provide network performance statistics and reports
- Participate in managing all network security solutions
- Perform server and security audits, and system backups and recovery

Qualifications and skill set:

- Bachelor's degree in the field of computer science and/or 5 years equivalent work experience
- Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP), CompTIA Network+ preferred
- Microsoft Certified Solutions Expert (MCSE) or Microsoft Certified Solutions Associate (MCSA) preferred
- Proven experience and success with LAN, WAN, WLAN, SD-WAN, SAN, and Cloud network design and implementation
- Proven experience with network capacity planning, network security principles, and general network management best practices
- Cisco Meraki and ASA firewall, Routers, and switches experience
- Solid understanding of TCP/IP, DNS, WINS, DHCP and Windows networking fundamentals required. Working knowledge of AD, Azure AD and remote-control tools
- Proven experience with VOIP phone systems
- Excellent hardware troubleshooting experience
- Competence with testing tools and procedures for voice and data circuits
- Good understanding of the organization's goals and objectives
- Knowledge of applicable data privacy practices and laws
- Strong interpersonal, written, and oral communication skills
- Able to conduct research into networking issues and products as required
- Ability to present ideas in user-friendly language

- Highly self-motivated and directed, with keen attention to detail
- Proven analytical and problem-solving abilities
- Able to effectively prioritize tasks in a high-pressure environment
- Strong customer service orientation
- Self-confidence and interpersonal skills
- Able to operate effectively in a team environment with both technical and non- technical team members
- Ability to operate with minimal supervision
- Ability to manage time effectively, set priorities appropriately, schedule calls
- Ability to maintain professional demeanor under stress
- Ability to operate within customer standard operating procedures

How to apply:

Please send CV and a cover letter, including salary expectations, to hr@vitalstrategies.org. Applications will be accepted until position is filled.

Vital Strategies offers competitive compensation based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where Vital Strategies pays generously towards the cost of these benefits for employees and their families/domestic partner; 15 paid vacation days (rising to 20 paid vacation days from fourth year of service and 25 from seventh year onwards), 13 paid federal holidays and paid days off between the Christmas and New Year's holidays; paid sick days; retirement savings plan; commuter benefits and basic life and personal accident insurance.