



JOB DESCRIPTION

Job Title:	Senior Network Engineer
Department:	IT/Network
Reports To:	Director of Technology & Cybersecurity
FLSA Status:	Non-Exempt
Date Approved:	05/21/2026

General Summary

A Senior Network Engineer is responsible for analyzing, designing, installing, configuring, maintaining, and repairing of network infrastructure and application components. A Senior Network Engineer performs a wide variety of evaluation, maintenance, installation, and training tasks to ensure the network performance meets company and user satisfaction. A Senior Network Engineer also provides direction, information, and recommendations regarding network configurations and installations.

Essential Job Functions

- ◆ Manages networking environment by maintaining consistent system configurations, documenting system installations, and enforcing system standards.
- ◆ Monitors hardware and software system performance.
- ◆ Troubleshoots and resolves network problems and outages.
- ◆ Designs and evolves carrier-grade network architecture, including core, aggregation, and access layers to ensure scalability, redundancy, and performance.
- ◆ Implements and maintains network security controls including segmentation, edge protection, and traffic inspection aligned with organizational cybersecurity policies (NIST 800-61).
- ◆ Manages assigned projects to deliver services on time and in accordance with established objectives.
- ◆ Maintains documentation regarding network configurations, operating procedures, and records relating to network hardware and circuits.
- ◆ Ensures all network systems are being monitored and configurations are being backed up by NMS, Network Management System proactive monitoring, alert tuning, and root cause analysis.
- ◆ Provides technical leadership, guidance, and training to other team members and departments.
- ◆ Works within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
- ◆ Provides escalation support for complex network incidents.
- ◆ Assists in the research, testing and development of new product and solution offerings.
- ◆ Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of networking technologies such as Switching, Routing, Wireless, and VoIP.
- ◆ Knowledge of modern OSS tools such as AXOS, EXA, and Telecom Cloud solutions.
- ◆ Knowledge of software operating systems and applications such as Windows, Linux, DNS, SMTP, and DHCP.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Skill in oral and written communication.
- ◆ Skill in problem-solving and resolution.
- ◆ Skill in operating various office and computer equipment including the use of all required software programs.
- ◆ Skill in reading and interpreting technical documents and information such as operating and maintenance instruction manuals.
- ◆ Ability to thoroughly understand advanced technologies such as OSPF, BGP, MPLS and Multicast routing.
- ◆ Ability to interpret documents such as operating and maintenance instruction manuals and other documentation when installing new equipment and/or troubleshooting network problems.
- ◆ Ability to evaluate, test, and repair sophisticated equipment.
- ◆ Ability to work from oral or written instructions, plan work, and work without direct supervision and repair technical problems with minimum supervision.
- ◆ Ability to thrive in a high energy, fast growth environment.
- ◆ Ability to work on call and support a continuous 24/7 operation.
- ◆ Ability to work overtime, rotating schedule, and weekends when necessary.
- ◆ Ability to work under stressful and high pressure conditions.
- ◆ Ability to communicate with co-workers, customers, and various business contacts professionally and courteously.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to make sound technical decisions using the information at hand.
- ◆ Ability to work independently.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to train others to improve performance.
- ◆ Ability to effectively manage time and resources.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.
- ◆ Ability to obtain relevant certifications.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform the public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improve morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the company's continued progress.

Education and Experience

Associate degree (or equivalent technical training) in Information Technology, Networking, or a related field required. Bachelor's degree in Information Technology or related field, or Cisco Certified Network Professional (CCNP) certification preferred. Must obtain CCNP within one (1) year of placement in job role. Five (5) years of progressive experience in Information Technology field is required.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers, vendors, employees, and industry contacts.				X
Standing/Walking: Must be able to move about work area and walk to other departments.			X	
Climbing/Stooping/Kneeling: Must be able to install networks.			X	
Lifting/Pulling/Pushing: Must be able to lift up to 50 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, use phone system, various computer equipment and install equipment.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may be slightly dirty or involve occasional exposure to some of the elements listed above.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

