

Network Engineer

Department	Technology Services
FLSA Status	Exempt
Reports to:	Chief Technology Officer

JOB SUMMARY

The Network Engineer provides engineering and support services to LEARN (Lonestar Education and Research Network) members with a focus on the successful operation and function of an enterprise infrastructure providing high-speed Wide Area Network (WAN) connectivity and an ISP environment consisting of optical transport, network routers, switches, and firewalls.

The Network Engineer operates within an IT service management environment and is accountable for timely incident resolution, participation in formal change management processes, and the creation and maintenance of accurate technical documentation throughout the engineering and project lifecycle.

ESSENTIAL FUNCTIONS

- Design and implement advanced configuration of network routers, switches, and firewalls, as well as network management tools and related systems.
- Provide enhanced operational support for production network services, including incident triage, troubleshooting, service restoration, and formal incident closure.
- Track and monitor incident and service request resolution timelines to ensure adherence to defined service level expectations and operational priorities.
- Identify recurring operational issues, service risks, and process gaps, and contribute recommendations for improving service reliability and response effectiveness.
- Troubleshoot physical and optical network issues, including fiber paths, transponders, multiplexers, amplifiers and DWDM line and client optics.
- Resolve incidents in accordance with established incident management processes and defined service level expectations. Participates in incident reviews and post-incident analysis.
- Proactively monitor alarms, alerts, and notifications related to the operational health and status of the enterprise, to maintain reliability and ensure availability of network resources.
- Prepare, submit, and maintain change requests for production-impacting work and execute approved changes during maintenance windows.
- Communicate effectively with LEARN members to clarify requirements, provide technical updates, and deliver timely, accurate information.
- Develop, maintain, and continuously improve technical documentation, including standards, standard operating procedures (SOPs), Method of Procedures (MOPs), network designs, diagrams, and system records.

OTHER DUTIES

- Operates with a high degree of ownership, accountability, and process discipline in a collaborative engineering environment.
- Work closely with project management office, engineering peers, staff, vendors, and partners across K–12, higher education, and research networks.
- Frequent interaction with network, fiber, and service providers; other regional and national networks; content & cloud/application & infrastructure providers.
- This position requires regular field work and participation in operational responsibilities, including scheduled on-call support.

This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EDUCATION & EXPERIENCE

- Bachelor's degree + 3 years' experience or 7 years of equivalent combination of education and experience
- Network Engineering certifications are preferred.
- Proven working experience with network routers and switches is required, (Juniper and Nokia experience is preferred).
- Proven work experience with advanced service provider and WAN router configurations utilizing logical systems, BGP in a multi-homed environment, IPv4, IPv6, ISIS, OSPF, MPLS, LACP, LDP, L2 and L3 VPN, VPLS, EVPN, QoS, 802.1q, 802.1p and IP Multicasting technologies.
- A working knowledge of networking protocols, with a thorough understanding of TCP/IP, IPv4/v6 address management, and DNS.
- Experience with next-generation firewalls and security devices is strongly preferred.
- Experience with network management and monitoring systems (ex: perfSONAR, NetBox, LibreNMS, RANCID, etc.) and diagnostic tools commonly used within the service provider networks.
- Experience performing work in an enterprise data center environment, with carrier-grade Point-of-Presences (POPs) experience highly preferred.
- Familiarity with Linux or BSD system administration skills. Familiarity with fiber optic wiring, transceiver troubleshooting, and operating network test and diagnostics equipment.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated understanding of IT service management practices, including incident, change, and knowledge management.
- Demonstrated team building abilities.
- Demonstrated record of taking initiative to solve technical and logistical issues.
- Proven oral and written communication skills including the use of collaboration tools.
- Strong organizational skills with attention to detail in change records, incident documentation, and technical artifacts.

- Ability to produce clear, structured technical documentation suitable for peer review and operational use.
- Strong familiarity with Windows, Mac, Linux or BSD operating system and office productivity suite skills.
- Familiarity with co-location and Internet Exchange point practices and policies.
- Knowledge of fiber optic technologies and Layer1 protocols & technologies.
- Consistently willing to admit when wrong or make a mistake. Does not get defensive when others hold accountable.
- Proactively asks for feedback from others, evaluates the feedback, and is willing to make changes based on the feedback. When appropriate or requested, respectfully, professionally, and proactively give feedback to others.
- Knows when to be flexible and when to be firm with the ability to pivot if necessary. Coach others that may struggle with adaptability.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Position Location: Strong preference is for this position to be based in the Dallas Metro area and operate from a home office in a virtual office environment. Work outside of an established schedule and working hours, including weekends and holidays, may be required.
- Travel Requirements: Frequent travel (up to 50%) is expected for this role. Travel includes visiting existing and future member venues and LEARN sites throughout Texas as well as Regional & National meetings and conferences in North America. Some overnight travel (up to 25%) is expected.
- Position requires reliable transportation, valid driver's license, and ability to travel by car or air.
- On-call availability for resolving network emergencies, both during regular and off-hours.
- Emergency on-call availability 24x7x365
- This role requires prolonged sitting and working on a computer in a home office setting.
- Regularly required to stand, walk, sit, use hands; and reach with hands and arms.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Lifting and transporting moderately heavy objects, such as network switches, servers, computers, and peripherals
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

To apply for this job, please submit a cover letter, resume, and application (found on the next page) in PDF format to jobs@tx-learn.net with "Network Engineer" as the subject line.



APPLICATION FOR EMPLOYMENT

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Qualified applicants are considered for employment without regard to race, color, religion, gender, national origin, age, mental or physical disabilities, marital status, veteran status, sexual orientation, gender identity and/or expression, genetic information, or any other characteristic protected by applicable law. All employment decisions shall be consistent with the principles of equal opportunity employment. Accommodations to enable all individuals to participate in the application process may be provided upon advance request.

ANSWER ALL QUESTIONS - PLEASE PRINT

Applicant's Name (Last) (First) (Middle)*		Date of Application
Are you known by any other names or aliases, including a maiden name? * <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, what name(s) are you known by?		
Applicant's Current Address (Address, City, State, Zip)*		
Applicant's Email Address		
Telephone	Date Available for Work	
Position(s) Applied For (List Job Titles)	Status Desired <input type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary	
Referral Source <input type="checkbox"/> Advertisement	<input type="checkbox"/> Employment Agency _____	<input type="checkbox"/> College/Career Placement Office
<input type="checkbox"/> Job Fair	<input type="checkbox"/> Employee	<input type="checkbox"/> Other
Have you filed an application or been employed here before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes give date(s)		
Are you 18 years of age or older? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you eligible to be lawfully employed in the United States (proof of citizenship or immigration status will be required upon employment)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you now, or will you in the future, require sponsorship for employment visa status (e.g., H-1B visa status, etc.) to work legally for our Company in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No		
List any friends or relatives employed by the company. What is the relationship?		
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, provide all detail** **Conviction of a crime will not automatically disqualify you from employment.		

EMPLOYMENT EXPERIENCE (List relevant work experience. Start with your present or last job. Include military service assignments and volunteer activities)

Date From/To	Employer Name	Employer Address		
	Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
1	Supervisor	Reason for Leaving		
	Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?			
	Date From/To	Employer Name	Employer Address	
	Employer Phone Number	Job Title	Starting Salary / Hrly Rate	Final Salary / Hrly Rate
2	Supervisor	Reason for Leaving		
	Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, What name?			

Date From/To	Employer Name	Employer Address		
	Employer Phone Number	Job Title	Starting Salary/ Hrly Rate	Final Salary/ Hrly Rate
3	Supervisor	Reason for Leaving		
	Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you known by another name <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, What name?	

Date From/To	Employer Name	Employer Address		
	Employer Phone Number	Job Title	Starting Salary/ Hrly Rate	Final Salary/ Hrly Rate
4	Supervisor	Reason for Leaving		
	Work Performed			May we contact <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you known by another name or do you have a maiden name? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, What name?	

REFERENCES (List professional references only. Do not list friends or relatives)

Name and Title	Email Address / Phone Number

Education	Name and Address of School	Course of Study	Did you Graduate?	List Diploma / Degree
High School				
College				
Other (Specify)				

PRE-EMPLOYMENT STATEMENT

I represent that my responses set forth in this application are truthful, accurate, and complete. Any and all false or inaccurate statements made by me in this Application or otherwise during the employment evaluation process shall be grounds both for rejecting my Application for employment , and, should I be hired by LEARN, termination of my employment.

I authorize representatives of LEARN to contact education institutions and employers designated in this Application for purposes of verification and investigation of my education and employment background and performance. Such individuals and organizations are authorized to release all such persons from liability or damages incurred as a result of furnishing such information. I understand that an unsatisfactory reference shall be grounds both for rejecting my Application for employment, and should I be hired by LEARN, termination of my employment. Should I be employed by LEARN, I understand that I could be subject to an outside probe if accused of wrongdoing.

Submission of the application does not entitle me to be interviewed by LEARN. Further, nothing in this Application or in the employment evaluation process shall be construed as either an offer of employment or an obligation on the part of LEARN to provide any benefit to me. Should I be employed by LEARN, I agree to comply with any and all employment rules and policies of LEARN.

After reading all of the terms of this Application, I hereby affirm that I understand and agree to the provisions of the same. I also agree that my employment with LEARN is on an "at-will" basis, meaning that such employment may be permanently discontinued by either LEARN (through discharge or layoff) or myself through voluntarily quitting at any time without notice and without any recourse of any kind by either party.

I affirm the information in this application is true and complete, and any intentional deception herein may be considered sufficient cause for dismissal.

Date*

Applicant's Signature*

***Required**