

UW HEALTH JOB DESCRIPTION

Network Infrastructure Security Engineer Associate

Job Code: 330040	FLSA Status: Exempt	Mgt. Approval: B. Gross	Date: December 2022
Department: IS - Infrastructure		HR Approval: M. Grayson	Date: December 2022

JOB SUMMARY

The Network Infrastructure Security Engineer Associate is responsible for the day-to-day support and maintenance for Network Infrastructure and Security services including firewalls, load balancers, network core, edge and data center switches, wireless infrastructure, and DDI services. The Network Infrastructure Security Engineer Associate assists with the installation, architecture, design, setup, programming, troubleshooting, and maintenance of network monitoring, software, hardware, and services.

Responsibilities include network installation and software version control on wireless controllers, load balancers, network routers, switches and firewalls, assembly and configuration of network components and associated services such as network UPS', setup and maintenance of basic network operations including assembly of network hardware, performing network troubleshooting to isolate and assist with diagnosing common network problems, and upgrading network hardware and software components as required, installing, upgrading, and configuring DNS and DHCP services.

MAJOR RESPONSIBILITIES

Deliver Network Security Services

- Provide end to end ownership and accountability for the service delivery, maintenance, and support of the network infrastructure and all components.
- Support of network infrastructure services, including the installation, architecture, design, setup, programming, troubleshooting, and maintenance of network software and hardware in a primarily Cisco equipped infrastructure.
- Install, configure, manage, support, and maintain routers, switches, access points, DNS and DHCP appliances, load balancers in both an on-premises environment and an Azure cloud environment.
- Troubleshoot and resolve internetwork communication problems.
- Make recommendations for appropriate innovative technologies.
- Install, configure, and maintain network security services such as layer 7 firewalls, site to site VPNs, and Client based VPNs such as Global Protect.
- Maintain and manage inventory of network components.

Improve Processes and Standards

- Work with other IS staff to identify opportunities for automation and continuous improvement.
- Analyze network performance and capacity and make appropriate recommendations for network expansion/reconfiguration.

Effective Team Member

- Participate in Network refresh projects and code upgrades.
- Assist with development and maintenance of Network maps and documentation.
- Participate in daily on call rotation.

Technical Growth

- Maintain professional growth and development through courses, online training, conferences, and self-directed research.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate Degree in Healthcare, Information Technology, Business, or related field Two (2) years combination of relevant experience and education may be considered in lieu of degree
	Preferred	Bachelor's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	Demonstrated success working on infrastructure technology Demonstrated success troubleshooting to isolate and diagnose problems in technology
	Preferred	One (1) year relevant experience working in critical infrastructure Two (2) years' relevant experience supporting network and security infrastructure
Licenses & Certifications	Minimum	None
	Preferred	CCNA, PCCET, or equivalent entry level network certification

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Required Skills, Knowledge, and Abilities	<p><u>Information Services (IS) Core Competencies:</u></p> <p>Emerging competency in the following areas:</p> <ul style="list-style-type: none"> • Technical leadership of applicable products or platforms Leading highly empowered, self-directed teams including cross-functional teams • Communication • Effective team member • Critical thinking • Applying lean management tools • Applying agile methodologies • Mentoring and teaching <p><u>Position Specific Competencies:</u></p> <p>Emerging competency in at least two Network competencies including:</p> <ul style="list-style-type: none"> • Understanding of network protocols such as TCP, UDP, SSL, STP, and Multicast • Knowledge of configuring and maintaining network firewalls such as Palo Alto and Cisco ASA • Ability to design, configure, and troubleshoot connectivity within Cisco ACI or other data center switching technologies • Understanding of load balance technology and methodologies • Ability to design, install, and troubleshoot core network services such as DNS, DHCP, NTP, Radius, and TACACS • Knowledge of configuring and supporting Cisco layer 3 edge switches • Knowledge and experience troubleshooting multiple layers of the OSI model • Knowledge of 802.11 wireless protocols such as 802.11ax/ac/n • Knowledge of configuring and maintaining client VPNs such as Global Protect • Designing, supporting, and optimizing large wireless environments over multiple sites • Understanding of routing protocols such as EIGRP, OSPF, and BGP • Understanding of QOS implementation on wired and wireless networks <p><u>Other Preferred Skills, Knowledge, Abilities:</u></p> <ul style="list-style-type: none"> • Knowledge of DevOps technologies and programming languages such as Bash, PHP, Python, PowerShell, and Service Now flow designer • Ability to support critical infrastructure in a 24x7x365 environment • Understanding of network security concepts and best practices • Ability to work with people of varying skills and personalities
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodation may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally, and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight

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X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.