

NETWORK INFRASTRUCTURE MANAGER

SUMMARY:

The MCCA's Network Infrastructure Team provides IP, Ethernet, and Wireless services to customer at the Boston Convention and Exhibitor Center, Hynes Convention Center, and the MassMutal Center in Springfield. The Infrastructure Manager will be responsible for network planning, architecture, and design, as well as implementation, maintenance, and tier 2 and 3 operational support. As part of this role the Infrastructure Manager will manage a group of network engineers including hiring, training, mentoring, and performance evaluations. The Infrastructure Manager is expected to have strong hands on background in routing, switching, wireless, network virtualization, and firewall security.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Director of Technical Operations may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable accommodation.*

- Management of all MCCA networks including the Show Network, Internal Network, and Media Network.
- Develop and maintain 2 to 3 year strategic infrastructure plan including long-term vision, technology roadmaps, goals and objectives.
- Develop and maintain day-to-day operational plan including firmware/software version control, power cycling, configuration backup, data backup, disaster recovery testing, outage management, escalation procedures and SLA's
- Oversee inventory control database records for receiving, location and component tracking, asset status, reallocation, and disposing for the organizations hardware and software
- Manage database records for information regarding licenses, registrations, warranties, and service agreements for the organization's hardware and software
- Manage procurement and acquisition including specifications and negotiation with vendors, outsources, and contractors to secure software, services, and hardware.
- Develop and oversee change management and quality assurance processes including review and approval of engineering design proposals, implementation plans, and acceptance plans.
- Oversee all projects and monitor the screening, scoping, scheduling, budget, deliverables, communication, and documentation
- Manage the day-to-day workload and priorities of existing and new tasks, requests, and projects against available resources and expected service level agreements
- Develop wireless performance data, metrics, algorithms, and reports to measure and track client, exhibitor, attendee, and staff wireless experiences against service standards.
- Continuously asses, test, improve and document 24x7 monitoring infrastructure including alarming, logs, and event management.
- Develop MCCA Security Policy and maintain ongoing assessment of security environment and recommend solutions for safeguarding the internal and external networks
- Work very closely with Network Services, Technical Service Delivery, Telecommunications, IT Support Services, Project Management Office, Public Safety, A/V, and Business Systems.

SUPERVISORY RESPONSIBILITIES: Directly supervises Network Infrastructure Team and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees, and planning, assigning, and directing work.

SUPERVISION RECEIVED: Supervision is provided by the IT Director of Technical Operations and includes assignment of duties, inspection of work, training, coaching, and performance evaluations.

EDUCATION/ EXPERIENCE: Bachelor Degree in Computer Science preferred or equivalent relevant work experience and/or hardware/software certification(s). Five (5) to seven (7) years of experience in a technical role with increasing responsibility.

- Demonstrated in-depth knowledge and hands on experience in design, implementation and support of layered network models at the Access, Distribution/Aggregation, Core, and Datacenter locations.
- Demonstrated in-depth knowledge and hands-on experience in the design, implementation and support of BGP in an enterprise environment including turn ups, turn downs, in/out filters, prefix lists, route maps, AS prepending, and community attributes
- Demonstrated in-depth knowledge and hands-on experience in the design, implementation, and support of layer 2 protocols including 802.1s MST, RSTP, MC-LAG, VLANs, BPDU Filter, Root Guard
- Demonstrated in-depth knowledge and hands-on experience in the design, implementation, and support of layer 3 protocols including OSPF and VRRP.
- Demonstrated in-depth knowledge and hands on experience in the design, implementation, and support of MPLS including VRF's, RVSP, LDP, VPLS, L3VPN, MP-BGP, route targets, route designers
- Demonstrated in-depth knowledge and hands on experience in the selection, procurement, installation, and configuration of enterprise class routers and switching products preferably Juniper MX80, MX240, EX9214, EX3300, SRX3400, and SRX240; or comparable products from other vendors.
- Demonstrated in-depth knowledge and hands on experience in the design, implementation, and support of enterprise firewalls including security zones, policies, NAT, DMZ.
- Demonstrated in-depth knowledge and hands on experience in 802.11 wireless principals including channel planning, cell capacity, RSSI, overlap, co-channel, radiation patterns, AP placement, antenna selection, and interference.
- Demonstrated in-depth knowledge and hands on experience in external DNS, internal DNS, DHCP, NTP, RADIUS, and IPAM.
- Demonstrated in-depth knowledge and hands on experience in SNMP/syslog monitoring preferably with SolarWinds Network Performance Monitor, SolarWinds Log & Event Manager, SolarWinds NetFlow Collector; or comparable products from other vendors.
- Strong working knowledge of structured cabling systems, network facilities, UPS, and electrical
- Understanding of transport technologies including dark-fiber, DWDM, TDM, copper/fiber
- Knowledge of scripting tools, web development, and database design is a plus
- JNCIE or CCIE certified or equivalent network engineering expertise

WORK SCHEDULE: The work schedule for this position typically is a forty (40) hour work week consisting of five (5) eight (8) hour days, Monday through Friday. The hours and days may fluctuate based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays

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