

Position Title: Network Administrator (Mid-level)

Position Location: Quantico, VA

Employment Status: Full time employee (contingent hire upon contract award)

Start Date: 1 September 2022

Background: The Federal Bureau of Investigation, Critical Incident Response Group, Technical Response Unit (TRU) maintains a Network Operations Center (NOC) and IT infrastructure from its existing Quantico, VA hub necessary to allow deployed FBI personnel access to secure voice, video, and data connectivity during crisis incidents, special events, and major cases. TRU supports field offices and headquarters elements operating worldwide, both CONUS and OCONUS. TRU operates a network with redundancy and failover capabilities which operates using a variety of transports, such as satellite-based, microwave, cellular modems, and terrestrial circuits.

Position Description:

- Monitors all TRU networks for traffic anomalies, service disruptions, and indications of site or region trouble provided network monitoring tools.
- Monitors network router/switch status, respond to network alarms and respond to associated problems.
- Supports both Cisco and Linux-based routing platforms.
- Remotely accesses routers, switches, Type 1 Encryption devices, and other equipment to provide support.
- Assists System Administrators with network directories, reports, and scheduling events.
- Remotely monitors video teleconferencing equipment and resolves issues as necessary.
- Troubleshoots and resolves network problems relating to all TRU deployment kits.
- Manages connection outages, bandwidth utilization, and peaks. Create reports to show trends using the Network Management Information System (NMIS) software.
- Takes corrective action to ensure the operability of all switches, routers, and networks are fully operational.
- Performs configuration changes to network devices such as firmware upgrades and device configuration changes, as directed by TRU management in accordance with the TRU change management process.
- Performs port-security changes as necessary to ensure proper security compliance.
- Performs remote control to the servers to troubleshoot and resolve network issues.
- Performs “soft” changes to network devices, such as firmware upgrades and device configuration changes, as directed by FBI management in accordance with the FBI change management process (FBI approved changes only).
- Monitors network and systems performance and troubleshoot problems.
- Creates and maintains network diagrams for all new and existing deployed TRU kits.
- Configures and troubleshoots Cisco IP Phones.
- Configures new routers, switches, Type 1 Encryption devices, and other equipment for new TRU deployment kits.
- Escalates issues to Tier 3 engineers when appropriate.
- Assists with maintaining network monitoring tools.
- The ability to support and administer cloud-based resources is highly preferred.

Position Qualifications/Experience:

- Two (2) years of experience in supporting data or telecommunications networks.
- TS/SCI Clearance
- A certification in the applicable field or subject, such as but not limited to, CompTIA Network+, CCENT, CCNA, and CompTIA A+, is required.
- Must have experience with network analysis/management tools and techniques and be familiar with PCs in a client/server environment.
- Must be familiar with IT technology and long-distance and local carrier management.
- Shall have experience deploying network configurations, test/troubleshooting activities, and documenting network systems.
- Shall be able to determine network usage, troubleshoot network problems and add computer peripherals to the network.