# Network Engineer (Server and Storage)
## Information Technology Services Department

**Summary:**

The Network Engineer is part of a team of engineers who architect, design, build, maintain, and support the Firm's global portfolio of infrastructure solutions, inclusive of Networking Infrastructure, Server & Storage, and Voice & Telecommunications.

This role supports the lifecycle management of the Server & Storage portfolio, striking the necessary balance of delivering solutions that provide an optimal experience for our lawyers, staff, practice groups, and clients, without making concessions that add unacceptable risks to the Firm.

To accomplish this objective, the Network Engineer partners closely with cross-functional IT solution teams, as well as Information Security and other cross-functional stakeholders to continuously adapt solutions to meet the evolving needs of the Firm. The role requires an individual with the skills to think both strategically and tactically to handle the operational needs of the Firm, all with the objective of delivering gold-standard services.

**Email Resume Here to Apply**

**Qualifications:**

- Education & Certification

  - Appropriate technical certifications are preferred (e.g., MSCE).

**Duties and Responsibilities:**

- Supports the lifecycle management of the Firm's Server & Storage portfolio, providing a technology experience that is stable, secure, and scalable to meet the needs of the Firm.

- Supports the design of the Firm's on-premises and cloud-based infrastructure, including servers, storage, virtualization, and other computing solutions.

- Supports the ongoing data center operations and maintenance of the Firm's infrastructure estate, working with 3rd party providers, contractors, and resources as needed.

- Develops and maintains infrastructure documentation, including architecture diagrams, system configurations, and operational procedures.

- Partners closely with the Firm's Information Security organization, IT Security Solutions team, Application Solutions teams, and other IT engineers to establish common standards and objectives for the Firm's infrastructure solutions, supports broader Infrastructure functional objectives as needed.

- Actively monitors, diagnoses, and optimizes infrastructure performance, integrity, and security to promote high levels of availability.

- Provides advanced technical support for the Firm's on-premises and cloud-based infrastructure environments (e.g., Tier 3 technical support in a 24x7 environment).

- Partners with IT Security Solutions to architect and integrate the Firm's infrastructure solutions with its portfolio of security technologies (e.g., Perimeter Defense, Monitoring & Logging, and Identity, Access, and Authorization Management).

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## Qualifications (continued):

- Knowledge & Experience

  - 5+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.

  - Demonstrated experience managing the system lifecycle for global infrastructure solutions and capabilities.

  - Demonstrated experience with cloud computing and virtualization technologies (e.g., Azure, Citrix, VMware).

  - Demonstrated experience with scripting (e.g., Powershell).

  - Demonstrated experience with on-premise backup solutions (e.g., Commvault).

  - Experience with network security technologies, including firewalls, intrusion detection/prevention systems, and security incident / event management tools.

  - Experience with infrastructure monitoring tools and capabilities.

  - Experience working with identity and access management technologies and solutions (e.g., Azure, MS Defender, Active Directory).

  - Experience with network and system administration, including operating system configuration and account management best practices.

## Duties and Responsibilities (continued):

- Plans and supports system maintenance updates and patches on all cloud-based and on-premises enterprise servers and systems (e.g., Windows servers).

- Deploys, manages, and supports networking aspects of Microsoft and other third-party applications (e.g., System Center Configuration Manager (SCCM), and Systems Center Operations Manager (SCOM)).

- Recommends, schedules, and performs ongoing maintenance and support activities (e.g., infrastructure security audits, upgrades, reconfigurations, routine system backups and restores).

- Anticipates, mitigates, troubleshoots, and resolves problems across the infrastructure stack, with focus on preserving a gold-standard end user computing experience.

- Supports application teams throughout project lifecycles, serving as infrastructure subject matter expertise as required.

- Collaborates well with cross-functional stakeholders and other third-party providers.

- Stays current on trends in the marketplace, conducting research on emerging infrastructure products, services, protocols, and standards.

- Supports the development, documentation, and maintenance policies, procedures, and associated training plans for system administration and appropriate use.

- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

**Status:** Exempt
**Reports To:** Infrastructure Services Manager
**Workplace Type:** Hybrid
Salary range of $98,000 - $138,500.

## Qualifications (continued):

- Experience documenting and maintaining configuration and processing information.

- Knowledge of applicable data privacy and global compliance practices and laws (e.g., ITAR).

- Skills & Expectations

    - Demonstrated ability to serve as a change agent, leading and inspiring others to act, especially under circumstances when change is unpopular.

    - Ability to establish rapport and elicit cooperation from personnel across all levels, including executive management, and cross-functional leadership.

    - Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the Firm leadership, the user community, and clients.

    - Ability to take ownership of multiple areas of technology and maintain them while moving them forward.

    - Excellent problem solving and debugging skills required.

    - Ability to manage operational/maintenance tasks with a high attention to detail.

    - Ability to manage complex information systems.

    - Must be able to reliably deal with multiple competing priorities and remain calm under pressure.

## Qualifications (continued):

- Ability to fulfill on-call duties for IT emergencies outside of Firm business hours.

- Work Location and Conditions

  - Based in Washington, D.C.

  - Core hours of 9:00 am – 5:30 pm Monday – Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.

  - Lifting and transporting of moderately heavy objects, such as computers and peripherals.

- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., "Green Card" holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.