DENVER
THE MILE HIGH CITY

# Office of Human Resources
# IT Network Engineer Associate – CI3566

THIS IS A PUBLIC DOCUMENT

## General Statement of Duties

Performs standard professional level information technology work installing and configuring network systems, and maintaining and repairing routine to complex problems involving hardware and software related to network systems.

## Distinguishing Characteristics

The Staff IT Network Engineer performs entry-level professional information technology work assisting with the setup, maintenance, and repair of network systems and associated hardware and software.

The Associate IT Network Engineer performs standard professional level information technology work setting up, maintaining, and repairing network systems and associated hardware and software.

The Senior IT Network Engineer performs full-performance professional level information technology work designing and building network systems to increase network performance.

The IT Network Engineer Specialist performs specialized and complex professional level information technology work planning and designing network systems and overseeing capacity planning and scaling of network systems.

## Essential Duties

Installs and configure network systems regarding local and wide area networks involving wireless and virtual private networks, which include installing and configuring equipment like routers and servers and maintaining firewall security measures.

Assists with the maintenance and repair of routine to complex problems involving hardware and software related to network systems.

Performs routine to complex network systems setup, installation, and configuration of the operating systems involving hardware and software, to include new software releases, and upgrades.

Monitors and installs network systems patches for upgrades and troubleshoots issues as they arise.

Creates and manages user directories and files on server platforms.

Monitors, tunes, diagnoses, and resolve routine to complex operating system and bandwidth problems.

Troubleshoots, maintains, and repairs routine to complex problems with hardware, operating systems, security, and data protection.

Performs backup and recovery operations and assists with capacity planning for a specific network system.

Assists with planning, configuring, installing, and maintaining video security and video conferencing systems.

Participates in Implementing, monitoring, and maintaining network security including firewalls, web filtering, and traffic shaping.

Develops, tests, and implements routine to complex scripts to automate common functions or network operations.

Works with client groups to identify existing system problems, identify business requirements, and evaluates and recommends various software and hardware solutions to meet end-user needs.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

## Knowledge & Skills

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of network systems hardware, network operating systems software, data communications equipment and user-oriented application software packages sufficient to be able to troubleshoot and solve problems.

Knowledge of data processing is sufficient to be able to review program specification, design programs, and write or modify code.

Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.

## Level of Supervision Exercised

None

## Education Requirement

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

## Experience Requirement

Two (2) years of professional Information Technology experience maintaining, implementing, and modifying network systems to include both hardware and software.

## Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post- high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

## Licensure & Certification

By position requires a valid driver's license at the time of application.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

## Working Environment

Work is performed in an office setting and at other locations for meetings.
Handles absentee replacement on short notice.
Subject to long and irregular hours.
Subject to pressure from multiple calls, inquiries, and interruptions.

## Level of Physical Demand

3-Medium (20 - 50 lbs.)

## Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Oral Comprehension: Ability to discern the meaning of oral speech.

Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

## Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

## Assessment Requirement

None

## Probation Period

Six (6) months.

## Class Detail

Pay Grade: EX-11
FLSA Code: Y
Established Date: 03/01/2026
Established By: JFH
Revised Date: 9/9/2026
Revised By: JFH
Class History: 9/9/26 – Revised Level of Physical Demand.