

Network Engineer

Headquartered in Colorado Springs, Colorado, Focus on the Family has nearly 600 employees who work to achieve the mission of enriching the lives of families, engaging the culture, advocating for life and spreading the Gospel of Jesus Christ. The work is meaningful, the culture is rewarding, and the purpose is eternal.

The Network Engineer position exists to provide design, maintenance, and development of all the FOF computer and telephony networks by meeting highly complex infrastructure needs and solving related problems.

Essential Duties/Responsibilities:

- Performs technical support for network technology hardware/software and physical layer components
- Designs and oversees moves, adds, and changes to network and telecom related equipment
- Plans for capacity speed and bandwidth to support ministry requirements
- Collaborates with consultants on analysis of available options to enhance performance and reliability
- Keeps abreast of emerging technology trends and makes recommendations for the adoption of new technology to enable ministry goals
- Is responsible for providing quotes and budgetary figures for purchases
- Is responsible for managing critical network outages and communicating status reports to senior management
- Configures and manages Virtual Private Network (VPN)
- Configures and manages Cloud network integrations
- Configures firewall networking and routing
- Understands and maintains Wi-Fi and Internet of Things (IoT) configurations
- Manages Wireless Application Points (WAPs)
- Provides complex network designs to meet current and future ministry needs
- Designs, monitors, and maintains wireless network

- Is responsible for resolving network problems and provides Level-2 support for incidents
- Oversees network traffic analysis and trends to ensure network capacity is sufficient for future expansion
- Designs, monitors, and maintains cable plant
- Consults on systems operations problems to identify and repair faulty network equipment, as applicable
- Oversees enterprise-wide network hardware and software
- Conducts testing checks on new equipment through various methods to ensure proper operation within the production environment
- Designs data distribution to FOF Campus
- Designs, monitors, and maintains switch and router configurations
- Designs network performance monitoring
- Performs network closet design
- Adheres to procedures for Incident Management, Problem Management, Release Management, Service Level Management, Capacity Management, Availability Management, Change Management and Configuration Management

Other Duties/Responsibilities:

- Must uphold the strictest confidence of any form of communication, including, but not limited to electronic, verbal, or printed documents, etc. to which exposure (purposefully or accidentally) may be encountered
- Provides on-call support as needed
- Works or responds to requests outside of confines of job description and regular work hours
- Acts as a lead for other network/telecom personnel
- Manages reports for the Network/Telecom Team
- Performs other duties as assigned

Managerial Breadth/Scope of Job:

- May lead junior level Network Engineering personnel on tasks and assignments as required

- Manages staffing for out-of-hours network support

Working Environment/Physical Requirements:

- Office environment
- Travel may be required
- Data Center environment
- Lifting and carrying up to 50 pounds; pushing and pulling up to 100 pounds
- Periodic climbing ladders and crawling on floor
- Periodic moving of ceiling tile and fiberglass insulation
- May require work in and around confined spaces

JOB QUALIFICATIONS/REQUIREMENTS

Character/Spiritual:

- Exemplifies Ephesians 5:1-2, “Therefore be imitators of God as dear children and walk in love, as Christ also has loved us and given Himself for us...”
- Pursues the Great Commission given by Jesus Christ in Matthew 28:19-20, “Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you; and lo, I am with you always, even to the end of the age.”
- Is a consistent witness for Jesus Christ; maintains a courteous, Christ-like attitude in dealing with people within and outside of Focus; adheres to the [Standard of Moral Conduct](#) and [Statement of Faith](#); upholds Focus on the Family's ministry in prayer
- Prays personally for Focus on the Family's staff and constituents and may occasionally lead in a public prayer
- Engages in Christian ministry
- Demonstrates behaviors aligned with [FOF core values](#)

Personal Characteristics:

- Positive and encouraging attitude with ability to motivate/encourage peers
- Self-motivated; requires little direct supervision

- Team player; trustworthy; reliable
- Coachable, able to redirect work priorities and assignments as requested
- Creative thinker, effective problem-solver

Knowledge/Experience:

- Bachelor's Degree in Computer Science, Management Information Systems, or equivalent experience
- Cisco Certified Network Professional (CCNP), or equivalent (e.g., CCDP, CCVP)
- 3-5 years of experience as a Network Configuration/Management Engineer
- Working knowledge of telecommunications, networks, EIA/TIA cabling standards, VoIP, and related systems architecture
- Well versed in multiple operating systems (Windows, MAC, and Linux)
- Knowledgeable in the use of network diagnostic equipment and software (network analyzer and cable tester)

Skills, Abilities, and Special Talents/Gifts:

- Strong organizational skills
- Command a solid understanding of Local Area Network (LAN) and Wide Area Networking (WAN) hardware and software
- Learn new technologies quickly and independently utilizing; course work, on the job training, manuals, technical journals, calls to technical support
- Communicate effectively and in a professional manner; ability to communicate and present ideas to team members and management at various technical levels
- Pays attention to detail and follows procedures, documents thoroughly
- Ability to professionally present technology solutions and cost justification to upper management for consideration
- Ability to utilize computer/infrastructure hardware (i.e., switches, routers, electronic monitoring devices) on multiple operating systems
- Maintain a cool and calm demeanor under pressure
- Able to represent the IT department in a professional and Christ-like manner in all dealings with our Ministry customers and external partners

Salary Range: \$72,699 to \$86,290/yr.

Focus on the Family puts a high value on our team members and offers a unique benefit package.

Employees scheduled for 30 hours or more per week are eligible for:

- Medical Plan
- Dental Plan
- Life Insurance
- Disability Insurance
- Flexible Spending Accounts

Employees scheduled for 20 hours or more per week are eligible for:

- Legal Shield/ID Shield
- AFLAC
- Retirement Plan
- Vacation Time
- Sick Time
- Holidays
- Service Awards

Note: *This is a summary and should not be construed as future promises to continue to provide benefits as outlined above. For complete and definitive language, refer to the governing plan documents.*

***Temporary employees are not eligible for benefits.**