



**Systems Administrator**

**Location:** Williston, VT

**Travel:** up to 70% CONUS

**Clearance:** Must be able to obtain a DHS Public Trust

**Job Description:**

- Under general supervision, required to provide support for implementation, troubleshooting, and maintenance of IT systems
- Manages IT system infrastructure and any processes related to these systems.
- Provides IT support, second level problem identification, diagnosis, and resolution of problems in support of labs throughout US Citizenship and Immigration Services (USCIS)
- Works as member of network engineering team that designs and supports a ~400-site WAN
- Provides engineering planning and management support for the USCIS WAN; develops and /or validates designs for the USCIS WAN or LANs; determines optimal routing through the network; troubleshoots network performance problems; determines appropriate circuit types and capacities; supports the migration to a MPLS network; interface the USCIS WAN with other Government WANs
- Identifies and corrects WAN/LAN hardware, software, and network engineering design; problem identification; and problem remediation.

**Required Skills:** Minimum five (5) years of experience in designing, deploying, and supporting large WANs and LANs, of which at least three to five (3 to 5) years of experience designing large WANs (over 100 sites). Possess strong analytical skills, be able to identify and resolve complex problems and issues arising from data communications and networking. Must have good interpersonal and communications skills in dealing with multiple contractor and government organizations. Understanding of: common circuit types; voice-over-IP and video-over-IP concepts, and implementation; WAN performance monitoring and troubleshooting; routing protocols (including BGP); MPLS; DMVPN; QoS theory and implementation; network security concepts, including specific experience implementing; current Cisco routers and switches; and, network management and monitoring tools.

**Desired Skills:** Cisco certifications, satellite communications, 802.11B wireless, firewalls, VPN.

**Required Education/ Experience:** Bachelor of Science in Communications Engineering, Computer Science, Electrical Engineering, Systems Engineering, other bachelor degrees. Education can be substituted for years of relevant overall experience. Very strong experience may be substituted for an exceptional candidate at the discretion of the task manager.