



NHRS

New Hampshire Retirement System

NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY

IT Operations Engineer II

Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at careers@nhrs.org or [apply on line](#)

Position Title: IT Operations Engineer II

Functional Area: Information Technology

Date Established: TBD

Title of Supervisor: IT Operations Manager

Date of Last Amendment: N/A

NHRS Position Band: L

Collective Bargaining Unit Status: In Unit

Band L range \$39.67-\$59.74

FLSA Status: Non-Exempt

Supervises: None

SCOPE OF WORK:

Working with and at the direction of the IT Operations Manager, the IT Operations Engineer II is responsible for design, implementation, and maintenance of secure and reliable information technology infrastructure including cloud and premise network, servers and applications. This position will ensure that the hardware, software, networks, and systems are properly configured and function optimally and securely to support NHRS' operations. The IT Operations Engineer II meets with IT and business teams to gather their requirements, and translates that into modern, secure technologies that fit NHRS' strategic goals. This position mentors the IT Operations team members and makes recommendations regarding planning and methodologies to the IT Operations Manager.

ACCOUNTABILITIES:

- Ensure infrastructure standards and procedures are in place. This includes writing and distributing governance and monitoring and reporting on accepted governance practice.
- Collaborate with business units to define operations support initiatives and solutions for improving service efficiency and effectiveness.
- Design, implement and manage network and server infrastructure that meets the performance, security and resiliency needs of the organization.
- Design, implement and manage endpoint infrastructure and processes to deploy, maintain and secure the organization's PCs and mobile devices.
- Design, implement and manage cloud infrastructure.

- Design, implement and manage secure and reliable Microsoft 365 services.
- Design, document and continuously improve IT operations processes and procedures.
- Troubleshoot issues and implement upgrades, monitor system performance and security.
- Assist with analyzing and predicting trends and develop long range plans designed to maintain NHRS-defined acceptable confidentiality, integrity and availability of NHRS systems and data in a cost-effective manner.
- Perform and mentor others in testing and deploying new software and devices.
- Support Operations with maintenance procedures and assisting as needed.
- Support the Service Desk by providing 3rd level technical support and coordinating support with vendors and partners.
- Improve the efficiency of IT operations through automation and orchestration.
- Participate in IT strategy planning activities.
- Assist in the creation and maintenance of IT related policies.
- Supports response efforts when the Incident Response Plan is activated; participate in Incident Response policy and procedure creation, planning, and testing.
- Participate in Change Advisory Board (CAB) and assist with improving the CAB process.
- Prepare business cases for IT projects.
- Serve as back up to positions on the Operations Team.
- Other appropriate and related duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in computer science or a related field. Master's degree in computer science or business preferred. Qualified work experience may be substituted for formal education.

Experience: Minimum of 10 years of experience in supporting network infrastructure. Proficient knowledge of networking, LAN / WAN, TCP/IP networking, DNS, router and switch, Wi-Fi networks, cloud infrastructure, Microsoft stack of tools, etc. Extensive experience with systems and endpoint technologies. Proficient in concepts and protocols including DNS, DHCP, virtualization, backup and recovery, cloud services, IAM, and security. Working knowledge of network concepts and protocols including BGP, IP routing, NAT/CGNAT, VLAN, PON, and WAN/LAN HA.

Certification: Microsoft 365 certification, Microsoft Entra certification preferred, or equivalent experience preferred. Certification in virtualization, ITIL and cybersecurity are desirable. Technical certifications including network, systems, Azure, AWS, CISSP, Security+, Network+ and similar preferred. NHRS supports professional development and encourages continued certification and training.

License: Valid driver's license preferred.

SPECIAL REQUIREMENTS:

- Strong working knowledge of security frameworks. CIS Controls preferred.
- Strong working knowledge of VMware and Veeam, or other hypervisors.

- Strong analytical and problem-solving skills.
- Strong communication skills, both written and verbal, with the ability to explain complex technical concepts to a non-technical audience.
- Ability to work independently or within a team structure and prioritize tasks in either situation.
- Proven experience in designing, deploying, securing, and managing identity and access management tools.
- Extensive knowledge of servers and networks, data organization, and both hardware and software.
- Experience with designing solutions for, migrating to and maintaining cloud computing, optimizing performance and minimizing cost.
- Knowledge of Exchange administration, mail flow, and email security best practices
- This position may require some in-state and out-of-state travel and the ability to work a flexible schedule, including periodic early morning and/or evening hours.
- Understanding of security principles including knowledge of various frameworks, and how to apply those principles to operational systems.
- Proficiency with security tools, experience with SIEM, firewalls, IDS/IPS, endpoint protection, and vulnerability scanning tools.

RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:

- Risk assessment and mitigation, ability to identify, assess, and develop strategies to minimize risks to information systems.
- Regulatory and compliance, familiarity with frameworks and standards such as NIST, ISO 27001, HIPAA, or GDPR.
- Skilled in utilizing data analytics and visualization tools to interpret and present data effectively.

PHYSICAL REQUIREMENTS:

- The employee must have the ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Communicate with others to exchange information (Constantly)
- Analyze accuracy, neatness, and thoroughness of the work assigned. (Constantly)
- Requires computer responsibility which involves extensive use of keyboard, mouse and monitor, and repeat motions that include the wrist, hands, and/or fingers. (Constantly)

WORK ENVIRONMENT/CONDITIONS:

- Dayshift hours primarily, although overtime may be required to meet project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work-related assignments on weekends are possible.