



## Bay State Milling Job Description

**Job Title:** IT Infrastructure Engineer  
**Department:** Information Technology  
**Reports To:** IT Infrastructure Manager  
**FLSA Status:** Exempt  
**Work Location:** Quincy, MA  
**Revised Date:** 2/21/2023

### SUMMARY

The IT Infrastructure Engineer will analyze, troubleshoot, configure, and evaluate Bay State Milling Company's networks. They will help secure access and remediate vulnerabilities of networks and systems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

- Design, implement and support the Bay State Milling network infrastructure.
- Participate in the design, setup, and configuration of complex L2/L3 switch infrastructure.
- Manage and monitor IT network infrastructure to ensure high availability, performance & security.
- Contribute to the ongoing development of network and security standards while adhering to best practices and procedures.
- Responsible for configuring and upgrading equipment and software, including switches, routers, firewalls, access points and management tools.
- Maintain, create, and update all network documentation and topology diagrams.
- Configure and support multiple datacenters consisting of a Cisco and Aruba LAN (L2/L3), ASR/ISR WAN, ASA firewalls, Cisco Wireless LAN controllers and other miscellaneous network appliances.
- Required to work in maintenance windows outside of normal business hours.
- When requested, attends IT meetings and scheduled teleconferences.
- Enter all work as service or project tickets into Fresh Service.

### QUALIFICATIONS, EDUCATION AND EXPERIENCE:

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- 5+ years of experience as a Network Engineer, relevant industry certifications are a plus.
- Excellent knowledge of network design, routing, configuration, and troubleshooting.



- In-depth knowledge of network technologies such as VLAN, STP, LACP, MPLS, L2VPN, Routing protocols (RIP, EIGRP, BGP, and OSPF), DNS, Proxy, etc.
- Proven capability to handle network hardware such as Cisco routers, ethernet switches and load balancers, firewalls, Cisco wireless devices, DNS/DHCP (DDI), etc.
- Experienced with network monitoring tools Aruba Central, Cisco Prime, HPM IMC.
- Engineer must possess strong technical, analytical, troubleshooting skills and recommend next appropriate actions.
- A team player with a strong customer-oriented attitude, interpersonal skills and works well in a multicultural workplace.
- Self-disciplined, self-starter, professional, who can successfully bring projects to closure with minimum direction, guidance, and oversight.
- Excellent time management skills that support a balance of strategic and tactical activities
- Display the professional qualities expected in the IT group and adopt a disciplined approach to problem solving.
- Able to be on standby and perform downtime work during weekends and off-hours
- Travel required.

### **LANGUAGE SKILLS**

English fluency is essential. Must have strong verbal and written communication skills, with ability to respond to either common and sensitive inquiries or complaints from internal and external customers. High attention to detail and a keen eye for esthetics.

### **MATHEMATICAL SKILLS**

Ability to work with basic mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Must have seasoned judgment and business situation versatility, with ability to define problems, collect data, establish facts, and draw valid conclusions.

### **OTHER SKILLS & ABILITIES**

**PHYSICAL DEMANDS** *the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit or stand. The Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.



## **TRAVEL**

Travel up to 25% is required.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is generally exposed to a non-manufacturing, office type environment, though they may visit manufacturing locations where they will be subject to noise, dust, and industrial type machinery.

## **FOOD SAFETY/SECURITY AND QUALITY REQUIREMENTS:**

The Company is committed to producing and delivering defect free products that are in compliance with all applicable legal and regulatory requirements and are of the highest levels of food safety, quality and productivity. To ensure this, all employees are required to be trained on and adhere to the FDA Current Good Manufacturing Policies as set forth by the Company as they pertain to personnel practices, equipment and facilities. It is also vital that all employees be aware of their work environment and prevent any accidental or intentional adulteration of the products produced at the facility.