



The Buffalo and Fort Erie Public Bridge Authority owns and operates the Peace Bridge, a public benefit corporation governed by a bi-national Board of Directors and chartered by New York State, with consent of the United States Congress, and the Federal Government of Canada. Our mission is to be known as the premier Canada-United States international border crossing, an effective steward for trade and tourism and excellence in customer service. We are the second busiest border crossing between the United States and Canada with approximately six million vehicles crossing the border on an annual basis.

We are currently recruiting for a **Full Time Network Engineer** to join our team.

Under general direction of the IT Manager, the Network Engineer is responsible for the design, implementation, administration and day-to-day operation of the Authority's network and systems. The successful incumbent will be responsible for implementing and maintaining the Authority's network infrastructure (firewalls, routers, switches, Wi-Fi) and computer systems, ensuring network performance through testing, monitoring, and maintaining the integrity of company data through backups and security practices.

The Network Engineer will also perform network system upgrades, including planning and scheduling, testing and coordination, and enforcing the implementation of systems security along with backup and recovery procedures. The Network Engineer participates in the evaluation and purchasing of new products and technologies to determine and recommend sustainable upgrade options, and collaborates with end users and vendors to resolve network issues and support network operations as needed.

If you have a Bachelor's Degree in Computer Science or an equivalent technical field of study obtained from an accredited College or University in the U.S. or Canada, combined with a minimum of five (5) years' experience in a similar role utilizing **MTA: IT Infrastructure/Microsoft:Security, Compliance and Identity Fundamentals**; combined with **Cisco CCNA/CCNP Certification/Network+ or equivalent**, we would love to talk to you. Other IT related skills and additional experience will be considered a plus for this broad-reaching role.

The ideal candidate is a forward-thinking, self-motivated, results-oriented, individual who is proficient in network security technology, highly analytical with exceptional organizational skills and possess a high degree of professional integrity.

This position is 100% in-person on site and is located in Canada at the Peace Bridge Authority Administrative Office in Fort Erie but is open to both U.S. and Canadian applicants. Employment is conditional upon and maintenance of a valid driver's license, international border crossing security clearance, and a NEXUS trusted traveler card (or the ability to acquire a NEXUS card if not currently enrolled in the program).

In addition to offering a positive work environment, professional development opportunities, and a great work-life balance, this position offers a competitive salary (based upon education, skill and years of experience) and a comprehensive benefit package including health, dental, vision, life and disability coverage along with pension benefits and generous paid time off.

Salary Range for this position is \$71,900 – \$105,000.

To view the Network Engineer job description and learn more about us, please visit our website: www.peacebridge.com.

Please submit a detailed resume quoting job opening #2025-07 **before 1pm on August 4, 2025**:

- US applicants: by mail to: 1 Peace Bridge Plaza, Buffalo, New York U.S.A. 14213 Attn: Human Resources;
- Canadian applicants: by mail to: 100 Queen Street, Fort Erie, Ontario, Canada, L2A 3S6 Attn: Human Resources
- by email: recruitment@peacebridge.com;

The Buffalo and Fort Erie Public Bridge Authority is an equal opportunity employer. Veterans and disabled individuals are encouraged to apply. Accommodation is available to candidates upon request.



NETWORK ENGINEER JOB DESCRIPTION

Department: Operations

Employee Classification: Non-union

Salary Grade: 5

Effective Date: July 1, 2025

POSITION SUMMARY

Under general direction of the IT Manager, the Network Engineer is responsible for designing, implementing, monitoring and managing the local and wide area networks, and cloud infrastructure, for the Authority to ensure maximum uptime for users. This position ensures integrity of company data through backups and modern security practices. The Network engineer also designs, implements and supports server and computer system(s) and supporting software. The Network Engineer participates in the evaluation of new hardware, software, and technology initiatives and is expected to recommend a solution and manage its implementation into operation. Problem solving and troubleshooting skills are used in the implementation and maintenance of various technologies.

REPORTING RELATIONSHIPS

Titles of Direct Supervisor	• IT Manager
Titles of Direct Reports	• N/A
Total # of Reports	0

QUALIFICATIONS

Education	Minimum Required:	Bachelor's degree in Computer Science or an equivalent technical field.
	Preferred:	
Experience	Minimum Required:	5-10 years related technical experience.
	Preferred:	10+ years' related experience in a similar role or an equivalent combination of training and experience.

Additional Certifications or Designations	Minimum Required:	MTA: IT Infrastructure/Microsoft:Security, Compliance and Identity Fundamentals: CCNA/CCNP Certification or Network +
	Preferred:	CCNA/CCNP MTA: IT Infrastructure MCSA: Windows Server 2012/2016/2019/2022
Additional Job Skills	Minimum Required:	<ul style="list-style-type: none"> • Comprehensive knowledge of firewalls, intrusion detection/prevention and network security. • Ability to procure, configure, and troubleshoot network switch gear, in a VLAN environment • Experience with design/implementation of Microsoft server 2012, 2016, 2019, 2022 networks, Active Directory implementation and support, Microsoft 365, network security concepts, sub-netting, routing and hardware support (servers, workstations, switches, routers and firewalls). • Knowledge of computer configuration, networking, and network security as demonstrated by work experience or education. • Demonstrated knowledge of Windows servers and desktop products, in standard or virtualized environments • Orientation and training of new staff. • Ability to maintain the highest level of integrity and confidentiality. • Strong analytical ability; i.e., the ability to interpret data and develop conclusions. • Strong interpersonal, communication, organization and time management skills. • Ability to plan ahead for future technical needs and assist in the budgeting process. • A strong degree of creativity and latitude is required.
	Preferred:	<ul style="list-style-type: none"> • Advanced knowledge and experience with leading edge network and computer system applications in a multi-vendor WAN environment, including Juniper, Cisco, Avaya, and Palo Alto products. • Advanced knowledge and experience in implementation of network security tools and best practices, including VPNs, VLANs, TCP/IP, SSL certificates, Layer 3 routing, and controller based wireless technologies.

ESSENTIAL FUNCTIONS

1	• Network Security <ul style="list-style-type: none"> • Ensure data/system security by protecting the corporate network from unauthorized access, use or interruption. • Maintain and troubleshoot user accounts, servers, switches, routers, firewalls, workstations and printers; apply service packs and patches as necessary. 	30% / 100%
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	<ul style="list-style-type: none"> • Monitor and report suspicious activity (internet usage, e-mail content and file stores). • Implement, configure, and maintain remote access technologies. • Continual inspection of posted security bulletins and patches. • Maintain virus, malware, spyware and spam protection services. 	
2	• System Administration <ul style="list-style-type: none"> • Administer corporate Microsoft 365 cloud-based services. • Manage software, including issues regarding purchasing, licensing compliance, storage, installation and tracking. Set-up, configure and install. • Recommend hardware and software usage policies and standards as needed. • Identifies, understands and resolves conflicts or problems within area of responsibility. Exercises independent judgment in executing responsibilities. • Demonstrates service excellence and cultivate professional relationships with all internal and external customers by meeting or exceeding their expectations. • Responds to emergencies and system outages, and administers system upgrades outside of regular business hours. • Develop plan of comprehensive disaster recovery, maintain the plan and conduct periodic testing. 	30% / 100%
3	• Network Infrastructure <ul style="list-style-type: none"> • Design and implement network infrastructure, internet connectivity, cabling, subnets, Wi-Fi, and routing, and anticipate future needs. • Implements and operates in a multi-vendor network environment, including Juniper, Cisco, Avaya, Palo Alto solutions • Issue technical bulletins to inform network users of system changes, etc. • Technical consultant to IT Manager and recommend changes for improved system operation. • Specify technical requirements for computer equipment. • Documents all infrastructure and system configurations, common issues, and emergency procedures for each system. 	40% / 100%

Job responsibilities that constitute less than 10% of working time are encompassed as other responsibilities as assigned.

CORE COMPETENCIES

These competencies reflect the most critical skills and behaviors required to carry out the accountabilities of the job. This is not an exhaustive list of all behaviors or skills expected or required of the job.

Culture and Human Capital Development (Managing & Influencing Others)	<ul style="list-style-type: none"> • Influences other's positively by supporting the organizational mission by emulating A+ performance standards and model behaviors that are a positive reflection of the Authority, Board Members and employees. • Fosters teamwork and optimizes cross-training opportunities. • Ensures team and individual project deadlines are met.
Negotiating & Reasoning Skills	<ul style="list-style-type: none"> • The Network Engineer will have internal and external relationships that will require a level of professionalism while dealing with various opportunities and challenges that will occur.

	<ul style="list-style-type: none"> The Network Engineer requires a professional level of ethics and good judgement and does not use their position or access to resources for personal gain and represents the Authority in a fair and impartial manner.
Integrity & Confidentiality (required to handle sensitive and proprietary information.)	<ul style="list-style-type: none"> Represents the Authority with a professional level of integrity. Establishes and maintains relations built on mutual respect and trust. Exercises good judgement and acquired relevant knowledge to make fair, ethical and reasonable decisions and recommends to the Management and Executive level. Communicates clearly, consistently and effectively by using clear, respectful language orally and in writing with internal and external relations. Abides by Authority policies, rules and regulations. Exercises discretion while handling the Authority's private and confidential information.
Risk Factors (Health & Safety, Financial, Legal, Public Image positive and negative to the Authority.)	<ul style="list-style-type: none"> The Network Engineer is required to document and report policy breaches of relevant computer access and use policies to the IT Manager and COO. The Network Engineer is required to maintain Authority records and a strict level of confidentiality bound by privacy legislation to protect the integrity of the Authority and Authority employees. The Network Engineer is bound to remain confidential in a position with access to privileged information that could cause considerable harm and lawful commercial damage to the Authority if breached. The position overall has moderate Health and Safety, Financial, Legal and Public Image risk of exposure while abiding by the rules and regulations outlined in the Employee Handbook and Authority policies.
Awareness (Awareness of effectively managing time and resources, work safe practices, consequences to actions, bringing best practices to the Authority.)	<ul style="list-style-type: none"> Supporting the Authority's Vision - Committed to the Authority's mission, values and strategic direction by possessing a positive, respectful attitude and by providing quality work in a timely manner. Supporting the Authority's Commitment to Diversity - respects and relates well to people from varied backgrounds, understands diverse worldviews, and is sensitive to group differences; sees diversity as an opportunity, challenges bias and intolerance. Transparent - complies with equal employment opportunity policies and programs that impact each individual's human rights. Conflict Resolution - diffuses day to day conflicts and challenges by remaining calm, communicating respectfully, respecting the opinion of others, being mindful of body language and resolving conflict in a constructive manner with a positive outcome in compliance with the Authority policies. Proactive - perceive impact and implications of decisions and outcomes and collaborate ideas for resolution with the IT Manager and/or Executive members. Interpersonal Aptitude - maintains professional composure, listens to others opinions, presents recommendations and maintains positive work relations. Communications - effective communication skills. Speaks, presents and writes clearly and positively, responds to day to day inquiries in various oral and written communication styles and formats. Provides reports as required by the IT Manager and/or Executive team member. Financially Conscientious - mindful of the cost impacts of decisions and work-habits to the Authority. Safety Conscientious - Being aware of conditions and circumstances that affect one's own safety or the safety of other employees and/or a member of the public. Aware of reporting hazards and incidents immediately.
Accountability (Reliability, deadlines, budget, short term	<ul style="list-style-type: none"> The Network Engineer is accountable for abiding by the rules and regulations set forth by Authority policies, providing and expecting quality, timely and cost-effective results. Elevates serious concerns with recommendations when

and long term decision making.)	<p>necessary to the IT Manager and/or COO for resolution and final decision making.</p> <ul style="list-style-type: none"> Accountable for application of standard operating procedures (SOP) related to their responsibilities. The Network Engineer possesses and maintains a technical/professional designation and/or acquired expertise required to competently advise the Authority and perform job duties and responsibilities effectively and in compliance with specific laws and regulations as it relates to systems securities and protecting private information. Reliable and punctual. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time. Commits to deadlines of assignments as directed by the IT Manager or COO.
Action (Initiative to deliver results.)	<ul style="list-style-type: none"> Performs tasks that support the organizational goals and inspires motivations; engages with everyone at all levels; customers, peers and other departments to achieve daily objectives, resolve challenges, find win/win solution. Takes initiative to resolve challenges and provide solutions to challenges and opportunities for improvements and performs tasks with minimal direction. Achieves goals and objectives by producing quality work in a thorough and timely manner. Participates as an active and contributing member of a team to achieve team goals. Works cooperatively with other team members, involves others, shares information collectively as appropriate and shares credit for team accomplishments.
Attitude (Excellence in Customer Service Focus- Enhancing the Peace Bridge Brand. Team Oriented.)	<ul style="list-style-type: none"> Professionalism -A+ performance standards (meeting or exceeding) with desired behavior and professionalism are expected at the professional level- a professional level of integrity, consistent approach, respectful in all relations and communications, trustworthy of the Authority's assets, exercises discretion with the Authority's private and confidential information and transparent in every facet of conducting business. Position may be bound by an accredited code of ethics associated with a professional membership credential. Adaptability - open to change, embraces and supports positive culture, process and technological change initiatives. Customer service focus - coaches and encourages all staff to deliver customer service with excellence by providing a friendly, welcoming experience to every customer interaction. Resolves internal system related issues on a day to day basis. Respectful- treats internal, external peers, contact, customers and clients with respect. Organizational Commitment- Abides by the policies of the Authority that outline rules and regulations and expected behaviors. Committed to achieving organizational goals timely and accurately.

INTERNAL & EXTERNAL RELATIONS

Internal	<p>IT Manager - act as Technical Consultant, recommends appropriate technical systems for improved system operation to achieve objectives and goals as assigned.</p> <p>Other departments - help with IT related issues and responsibilities, provide technical support when issues arise.</p> <p>Employees - troubleshoot, resolve and explain computer system and software application functions, adhere to Authority policies, rules and regulations.</p>
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External

Suppliers - understand product features in order to make an informed recommendation to the IT Manager, COO and other members of the Executive team regarding products to purchase.

Contractors - coordinate projects and IT initiatives.

Organizations - discuss projects and initiatives and with NITTEC, CBSA, and CBP.

Vendors – maintain professional working relationships with outside product and service vendors

QUANTIFIED JOB CONTEXT



- N/A

WORKING CONDITIONS

- The work environment is representative of the anticipated encounters, stressors and challenges while performing the essential functions as a technical professional. Full mental and cognitive functional abilities are imperative, in addition to having the ability to operate a vehicle and drive to various site locations, carry system hardware weighing up to fifty (50) pounds, climbing stairs, bending and reaching while installing system hardware.
- The work performed is carried out primarily in an office environment which requires 50% working at a desk work station performing administrative functions and 50% walking and driving to various site-specific locations to assist with computer troubleshooting and complete site-specific projects.
- The Network Engineer primarily works forty (40) hours per week with occasional overtime as required.
- Moderate stressors while dealing with public and employee system challenges.
- Must be able to travel between the U.S. and Canada to various sites as required.
- Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

APPROVAL

By approving this job description, those signing are agreeing that the above describes the appropriate qualifications and principal functions and responsibilities for the position.

Authorized Official	Title	Signature	Date
Thomas Boyle	Chief Executive Officer		07-01-2025
Karen Costa	Chief Financial Officer		07-01-2025

IMPORTANT NOTE

The Buffalo & Fort Erie Public Bridge Authority reserves the right to change, amend or disuse this job description at any time. This document is intended to provide an overview of the required responsibilities and qualifications.

The Buffalo and Fort Erie Public Bridge Authority is an Equal Opportunity Employer.