

Client Services Engineer
New Hanover County Schools

Job Description

Class: Classified
Dept: Technology

TITLE: Client Services Engineer

QUALIFICATIONS:

1. Associate of Applied Science Degree in I/T field with A+ Certification or other relevant certification.
2. Three years of full time hands-on work experience in I/T field.
3. Five years of increasingly responsible technical, analytical, administrative and supervisory experience.
4. Valid North Carolina driver's license.

REPORTS TO: Chief Technology Officer

JOB GOAL: Project manage and coordinate school build outs, work orders, special projects, and desktop and network computing services related to system client infrastructure and software implementation and maintenance.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulation pertaining to schools and technology.
2. Design, implement, executes and sustain enterprise client management solutions.
3. Project manages enterprise hardware and software developments and retrofits.
4. Manage administrative strategies aimed at quality in all organizational processes required in fieldwork.
5. Coordinate activities with those of other departments; provides staff assistance to the Chief Technology Officer; prepares and presents staff reports and other necessary information.
6. Develop, design, maintain and advise on fault, configuration, accounting, performance and security management of enterprise client computing services.
7. Perform regular analysis of employee performance, positive customer relations and efficient team dynamics.
8. Develop, plan and implement goals and objectives; recommends and administers policies and procedures.

9. Provide metrics reports and interprets data analysis for the purpose of trending, tracking, and forecasting.
10. Respond to and resolve difficult and sensitive inquiries and complaints regarding maintenance and repair of computer systems and related peripherals.
11. Negotiate with outside vendors.
12. Participate in professional groups and committees.
13. Perform related duties and responsibilities as requested by the Director or supervisor.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Exempt

Starting Salary and/or Grade: SA 4

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate functional knowledge of the fundamentals of project management and long range and strategic planning concepts.
- Demonstrate functional knowledge of PC and Apple hardware and peripherals; Windows 2003/2008/XP/Vista, Novell 6.x, Exchange, GroupWise, and computer scripting languages.
- Demonstrate functional knowledge of LAN/WAN and TCP/IP protocol based services and how they incorporate into client environments.
- Demonstrate functional knowledge of Client Management Solutions as applied to systems analysis, evaluation, implementation and maintenance of enterprise computer environments and supporting organizational infrastructure technologies.
- Demonstrate functional knowledge of principles of supervision, training, and performance evaluation; general programs, policies, and practices used in educational organizations; Total Quality Management principles, practices and applications; ability to simultaneously analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to work alone or supervise any number of personnel required to accomplish the assigned task, and meet specific standards or deadlines.
- Ability to design, implement, execute and maintain complex solutions for enterprise computing environments; apply complex problem solving.
- Ability to provide technical and analytical support to a diversity of internal and external individuals/groups; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships.
- Ability to prepare and administer a project budget.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.