

# SCHOOL DISTRICT OF FLAGLER COUNTY

## JOB DESCRIPTION

### Enterprise Systems Engineer

#### QUALIFICATIONS

1. Bachelor's Degree in Computer Science preferred.
  - a. Associates Degree/Technical Certificate with related experience may be substituted for a Bachelor's Degree.
2. Minimum of (5) years of enterprise systems experience.
3. Such alternatives to the above requirements as deemed appropriate by the superintendent.

#### KNOWLEDGE, SKILLS AND ABILITIES:

- Deep understanding of Apple datacenter infrastructure and device management concepts
- Deep understanding of Microsoft domain concepts including but not limited to Active Directory, Windows Server, Group Policy, TCP/IP networking, DHCP and DNS
- High technical knowledge and experience of virtual technologies such as Hyper-V and VMware, backups, disaster recovery, storage design and administration
- Knowledge of VoIP telephony environments and management
- Document architecture and operations guides
- Highly skilled in diagnosing complex technical problems while providing detailed analysis, documentation, and recommendations for support specialists.
- Create disaster recovery plans while ensuring ongoing disaster recovery capability.
- Experience required in writing system documentation, developing project plans, presentations, correspondence, studies, reports, and training materials
- Datacenter capacity and growth planning, including rack and server layout as well as power and cooling
- Must possess the ability to establish and maintain effective working relationships with end users and other Technology staff, set priorities based on current events, and be self-directed
- Must be able to effectively explain complex technical concepts to both technical and non-technical staff
- Basic understanding of routing protocols such as OSPF and BGP
- Experience in the administration of Google Suite for Education
- Experience in one or more scripting languages (Bash, AppleScript, PowerShell, VBScript)

#### REPORTS TO:

Executive Director of Instructional & Operational Innovation

#### SUPERVISES:

Assigned Personnel

#### JOB GOAL

Position provides hands-on technical management with a full range of responsibilities for the district-wide implementation, maintenance, and administration of Flagler County Schools Data Center and IT infrastructure. Is also responsible for data center operations, network support, as well as domain services, server, storage, backup, email, phone system and mobile device management.

#### PERFORMANCE RESPONSIBILITIES:

- (1) Implements, installs, configures, monitors, troubleshoots, and evaluates both physical and virtual servers and enterprise type applications.

## Enterprise Systems Engineer (continued)

- (2) Provision and deploy network and infrastructure equipment in a high speed production environment.
- (3) Manages Group Policies and anti-virus application system.
- (4) Manages Active Directory forest and tree organizational units, user accounts, passwords, mailboxes, file level permissions
- (5) Performs software installations, upgrades, and security patches to server and client operating systems and application software through device management software.
- (6) Diagnoses problems with server and storage area network hardware and works with vendor support engineers to resolve any problems.
- (7) Maintain and support data and voice communications for all sites.
- (8) Interacts and negotiates with vendors, and contractors to secure data center products and services
- (9) Responsible for the integration of user workstations, including Mac workstations, with Microsoft Windows Server operating systems and Active Directory.
- (10) Basic understanding of VLAN's, TCP/IP networking, and routing.
- (11) Maintain existing firewall, core networking infrastructure for each site, Internet Filter, and VPN.
- (12) Performs daily backup operations for Data Center infrastructure, that ensures backups are successfully completed and ensures backups are copied to DR location.
- (13) Monitor IT security and investigate potential security threats.
- (14) Performs system monitoring to ensure the integrity and availability of data center and global network resources.
- (15) Evaluation and implementation of new technologies to meet needs and growth.
- (16) Maintains documentation of inventory for servers, hardware, and software.
- (17) Strong understanding of MacOS, as well as general Unix distributions.
- (18) At times, performs after-hours system support during scheduled and unscheduled outages and standard monthly patching requirements.
- (19) Trains and provides support to technical staff regarding system administration and usage. This includes assistance with the development and testing of computer images and software packages for deployment to client computers.
- (20) Provides assistance, as necessary, to help other technicians resolve technical problems that have been assigned through work orders.
- (21) Perform other incidental tasks consistent with the goals and objectives of this position.
- (22) Anticipate problems and develop procedures to prevent or address them.
- (23) Foster and develop a professional image. Consistently represent the district in a positive and professional manner.

### **PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

### **TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the District.

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

### **Job Description Supplement Code 7**

**Flagler Schools Strategic Framework-** Instructional and Operations Innovation

**Approved 06/19/2018**