

## **Lead Systems Engineer**

### **Purpose Statement**

The job of Lead Systems Engineer is done for the purpose/s of leading the design, configuration, installation, maintenance and repair of compute, storage, and virtualization systems, subsystems and servers; ensuring data security, backups and disaster recovery; managing user access and maintaining related records; overseeing primary/secondary datacenters; overseeing staff providing information, direction and/or recommendations regarding server system installations and configurations; managing the resolution of server systems operational issues; ensuring quality technical support to district customers and managing systems projects so that they are communicated well with end users, continually in compliance with the school district's ongoing strategic initiatives and completed successfully.

This job reports to the Manager of Network and Infrastructure.

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### **Essential Functions**

- Administers data backup and disaster recovery systems and servers for the purpose of ensuring high availability of services to authorized all district customers users.
- Attracts, motivates, and retains strong performers for the purpose of maintaining a quality staff.
- Builds positive working relationships with team members, vendors and other departments for the purpose of working collaboratively toward department and district goals.
- Collaborates with a variety of internal and external parties (e.g. administrators, teachers, engineers, technicians, managers, etc.) for the purpose of providing and/or receiving information and ensuring project success.
- Coordinates with other department teams the Network and Infrastructure teams (e.g. cabling systems network, data systems, technology support, etc, power, networking etc..) for the purpose of ensuring effective communication and collaboration on all systems team projects.
- Deploy and maintain system upgrades and operations (e.g. storage, server operating systems and software, etc.) for the purpose of ensuring efficient operations.
- Design, implement, maintain, and oversee datacenter computing, storage and virtualization technologies, and components for the purpose of delivering technology resources to end-users.
- Efficiently manage multiple project responsibilities simultaneously and prioritize work for the purpose of ensuring success for the entire department.
- Evaluates assigned personnel for the purpose of ensuring that standards are achieved and performance is maximized.
- Maintain records for the purpose of complete and accurate documentation of team projects, change logs and systems environment.
- Manages assigned projects and program components (e.g. migration to new systems; scheduling installations, product research, etc.) for the purpose of delivering services in compliance with established guidelines and/or objectives.
- Manages Microsoft Active Directory, Office 365 and other district systems and E-mail systems for the purpose of ensuring user security, efficient data access and effective communications.

- Manages the complete and timely processing of end-user incidents, requests and problems within the Systems team for the purpose of providing excellence in customer service to district staff and students.
- Oversee and manage generating requirements, bids and contracts for the purpose of implementing new projects alligned to customer needs.
- Oversee the troubleshooting of computing, storage, and server environment hardware and/or software applications within the District's datacenters for the purpose of resolving operational issues and restoring services.
- Oversees all district printers, MFP devices and print management software for the purpose of ensuring efficient and seamless printing operations.
- Oversees assigned personnel work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Oversees the design and administration of Designs and administers automation systems for the purpose of ensuring effective and efficient systems.
- Participates in a variety of planning and development activities, including district wide committees for the purpose of creating short and long range plans for data network support to the district.
- Prepare and present information when needed for the purpose of communication, gaining feedback and ensuring adherence to established procedures.
- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing information, direction, technical assistance and support.
- Schedule and attend a variety of meetings for the purpose of providing and/or receiving information and addressing needs, improvements and overall baseline strategy.
- Serves as a technical resource to department and district staff for the purpose of providing information and/or advice regarding active or planned projects.
- Serves as internal project manager for district projects within the systems team for the purpose of deploying innovative and successful solutions.
- Supervises assigned personnel (e.g. recommending, training, etc.) for the purpose of enhancing productivity of staff and ensuring necessary department outcomes are achieved.
- Utilizes appropriate project management tools, processes and procedures for the purpose of effectively leading and managing projects.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

**SKILLS** are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: Strong troubleshooting skills; utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; preparing and maintaining accurate plans, designs and other records; demonstrated customer service skills, excellent interpersonal skills including oral and written communication, strong project management skills and strong analytical and problem-solving skills.

**KNOWLEDGE** is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; data storage and backup technologies; Active Directory Services; email services (Microsoft Exchange and Office 365); scripting languages; server virtualization technologies; ESXi; database administration; Inter/Intranet applications; data security; and project management, processes and methodology.

**ABILITY** is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Ability is also required to manage multiple large projects simultaneously. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours. Ability to keep current on developing technologies and potential impact on district operations. Ability to relate to people and to observe, listen, motivate, and provide leadership. Ability to manage financial, material, and human resources effectively. Ability to develop, implement, monitor and evaluate goals and initiatives.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; working collaboratively with end-users and technology staff to research, design, develop, test, manage, and plan the deployment of new and upgraded software packages; effectively balance projects, tasks and problems; actively participate in team and department meetings; operating within a defined budget. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching,

and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 10% walking, and 20% standing. The job is performed in a generally hazard free environment.

Experience

System Administration experience with increasing levels of responsibility is desired. Former managerial and staff supervision experience is desired.

Education

Targeted, job related education with study in job-related area.

Equivalency

In addition to the information listed in the experience and education areas: Prefer a minimum of 5 years of server systems job related experience, along with managerial oversight, project management and datacenter design knowledge.

Required Testing

Pre-Employment Proficiency Test

Certificates

MCSA or equivalent experience (required)

Other network and systems related certifications

Driver's License & Evidence of Insurability

Appropriate Technology Certification

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Exempt

Approval Date

Salary Range