

Job Title: Systems Engineer
Reports to: Director of Technology & Information Services
Department: Technology

Primary Purpose: The Systems Engineer is responsible for the design, implementation, and support of all server and server support systems. These systems include but are not limited to: directory services, electronic messaging, databases, backup and recovery systems, and client update/patch management and imaging processes. Critical to this position is oversight of all systems hardware and virtualization maintenance and ensuring that all systems resources are up to date appropriately licensed. The Systems Engineer works closely with the other Technology Department teams as well as with WSISD departments to provide appropriately and professionally designed and effectively implemented solutions.

Qualifications:

- Bachelor's degree or extensive working experience in a server-related field
- 5+ years Microsoft Server configuration work, including Windows Server 2003, 2008, and 2012.
- Various certifications such as MCDBA, MCSA, MCSE etc.
- At least three years system administration and/or Help Desk Management experience
- Experience working with servers in a large organization, or as a consultant

Special Knowledge/Skills:

- Knowledge of configuration, maintenance, and support of Intel based Windows systems
- Knowledge of backup and restore procedures, troubleshooting issues, and checking of daily logs
- Knowledge of server implementation, maintenance, support and troubleshooting skills
- Knowledge of company supported hardware, software and operating systems to include configuration and connectivity
- Experience with infrastructure environments (e.g. operating system, hardware, data center, security, network, voice, end user and server / web related applications)
- Experience with MS 2003-2012 Server, MS SQL Server 2014 and previous, MS Exchange 2013 Server Basic skills in scripting and / or programming language including, but not limited to, Perl, JavaScript, PHP
- Broad knowledge of various operating systems (Microsoft, Linux, Apple, Novell)
- Broad knowledge of computer hardware and software applications
- Experience in supporting HP and Dell servers (20 - 55 server environment)
- Experience with VMWare and Microsoft Hyper-V
- Microsoft SQL server administration experience
- Network management/monitoring experience
- AD, DHCP, DNS, and all server functionality
- Ability to create MS Visio documentation
- Must have strong documentation skills
- Ability to analyze and resolve computer hardware and software problems
- Ability to plan, implement, test, and troubleshoot systems
- Ability to detect, diagnose and resolve problems quickly
- Strong organizational, communication, and interpersonal skills
- Excellent customer service skills and the ability to work with all levels of personnel
- Ability to document environment for different levels of technical readers

Major Responsibilities and Duties:

Job Specific Responsibilities:

1. Ensure system availability and reliability, including resource optimization of operating systems and associated subsystems.
2. Provide system-level support of multi-user operating systems, hardware and software tools, including installation, configuration, maintenance, and support of these systems.
3. Perform tier II/III support for departmental and enterprise servers, hardware, operating system, and application software.
4. Provide technical assistance to campus faculty and staff for use of equipment including computer hardware and software.
5. Maintain accurate inventory of hardware and software at assigned campuses.
6. Perform upgrades to software and hardware.
7. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
8. Comply with all district and campus routines and regulations.
9. Compile, maintain, and file all physical and computerized reports, records, and other documents required.
10. Install and upgrade servers and peripherals throughout the district.
11. Relocate servers and equipment as needed.
12. Install and configure software as needed.
13. Maintain accurate updated records of preventative maintenance.
14. Maintain accurate records of time and materials required to perform repairs and service.
15. Operate tools and equipment according to prescribed safety procedures.
16. Follow established safety procedures and techniques to perform job duties including lifting, climbing, carrying, etc.
17. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.
18. Respond to after-hours emergencies as needed. Technology Department works as a team 24x7x5.
19. Process and assign priority to technology-related work orders.
20. Identify and resolve network hardware and software problems.
21. Install and test network hardware, software, and upgrades.

22. Perform routine preventative maintenance on hardware.
23. Maintain all system configurations.
24. Maintain and support a district-wide security system for all systems; ensure network security by maintaining network, Internet, and E-mail accounts.
25. Serve as a liaison to software and hardware vendors to maintain appropriate product support.
26. Maintain network design and configuration documentation.
27. Provide assistance to end users to identify and correct equipment and software related problems.

Personal Effectiveness:

1. Positive Attitude: Presents a positive role model for patrons that supports the goals of the WSISD.
2. Cooperation: Works effectively with others.
3. Dependability: Reports to work on time, is reliable for regular and overtime work, and is absent only with good cause.
4. Judgment: Exhibits good judgment in decision making and problem solving.
5. Initiative: Recognizes needs of job and suggests ways to improve efficiency and productivity.
6. Strong coordination, organization, teaming and communication abilities
7. Works well individually or in a group setting
8. Effectively directs employees
9. Ability to work under pressure and time constraints
10. Successfully presents technical information

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Moderate walking, standing, climbing, heavy lifting, carrying, stooping, bending, kneeling and reaching. Work outside and inside, around moving objects, vehicles and machinery with moving parts. Exposed to dampness and humidity, toxic chemicals, exhaust fumes, gasoline and diesel fuel. Maintain emotional control and sound decision-making under stress. Frequent district wide and/or possible statewide travel including occasional prolonged and irregular working hours.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Signature:

Date:
