

## **Systems Engineer 3**

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### **Purpose Statement**

The Systems Engineer Administrator 3 manages the daily operations of the district's servers, applications, user accounts, group memberships and databases ensuring their full functionality and reliability. Also, the Systems Engineer Administrator 3 architects the physical and virtual server infrastructure and core applications and is an expert in the server infrastructure and how it impacts the overall environment and organization. The Systems Engineer Administrator 3 should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

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### **Essential Functions**

- Works with Systems Engineer team and helps plan, organize, and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within technology department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Drives the success of technology department constantly pushing the limits of what can be accomplished.
- Contributes knowledge and expertise of area to technology department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Assures network systems security, availability, and integrity.
- Collaborates with Systems Engineer team, technology department leadership and other teams or departments.
- Follows direction of team lead.

### **Systems Engineer Focused Functions**

- Creates, manages, changes and updates user accounts and group memberships.
- Troubleshoots and supports Tier 3 Systems Engineer (Servers, Office 365, Accounts & Access, Printers, etc.).
- Creates, assigns, syncs, deletes, and manages Office 365 users, groups, and licenses.
- Creates and uses PowerShell scripts for automating tasks.
- Manages Windows Server Roles (DHCP, DNS, IIS, Print, etc.)
- Patches and upgrades Windows Active Directory infrastructure to meet and enhance server environment.
- Architects, configures, maintains, and supports server applications.
- Configures, updates, and manages network monitoring tools for effective alerting and reporting of infrastructure.
- Manages network systems hardware infrastructure (Load balancer, SAN Storage, Firewall, and web filter).
- Manages virtual network systems infrastructure (Create new servers, configure hardware, assign storage, processors, memory, etc.).
- Architects, plans, designs, and assists in hardware and software purchases for network systems infrastructure.
- Ensures maximum uptime of servers and diligently maintains its highest availability by monitoring, prioritizing and actively resolving issues of Systems Engineer downtime.
- Assists in developing long-range operational goals for network systems infrastructure.
- Creates and updates technical documentation for individual and team use.

### **Other Functions**

- Leads small teams to accomplish tasks, projects, and goals of technology department.
- Collaborates with technology department leadership Team to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.

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

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

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include analytical thinking, being thorough and attentive to details, being self-motivated and resolving problems using best practices and/or established methods. Other skills required include establishing and maintaining effective working relationships with others, expressing ideas and information clearly and respectfully. Additional skills setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding ticket resolution. Basic project management skills working with team and other teams inside and outside of technology department.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; computer installation, maintenance and software support to perform computer troubleshooting; routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN) and other network related technologies; network protocols, including TCP/IP; Microsoft System Center software; Active Directory and other server related technologies; Related cloud server services: Azure; desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices. Cross-disciplinary troubleshooting knowledge of applications, server, and network infrastructure. Expert knowledge in server infrastructure environment and how it impacts the organization as a whole. Knowledge of other areas within technology department to help teams troubleshoot, diagnose and resolve issues.

ABILITY to focus on continuously improving the customer experience, working with various departments, groups and people to ensure excellent customer service and resolving conflicting priorities. Ability to communicate effectively with people at all levels of experience and responsibility throughout the district is required. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision.

## **Responsibility**

Responsibilities include working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

## **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity.

### **Education**

Associate degree in technology field required.  
Current CompTIA Network+, Server+ certifications required.  
Current VMWare VCP certification.  
Current Microsoft Infrastructure certification.  
Bachelor's degree preferred.

### **Experience**

Minimum five (5) years of experience working in a Windows Server and/or Microsoft Active Directory environment required.  
Experience architecting a Windows Server and/or Microsoft Active Directory environment with a proven ability to plan, organize, lead, and maintain Systems Engineer, applications, and projects.  
Experience working in a Virtual Server environment.  
Experience working with physical server host hardware, storage, and associated network topologies.  
  
Other experience and/or education may be substituted for required experience and/or education.

### **Required Testing**

No pre-employment Proficiency Test is required

### **Certificates/Licenses**

Valid Driver's License and Evidence of Insurability

### **Clearances**

Criminal Justice Fingerprint/Background Clearance