

Systems Engineer Team Lead

Purpose Statement

The Systems Engineer Team Lead is responsible over the daily operations of the district's servers, applications, user accounts, group memberships and databases ensuring their full functionality and reliability. The Systems Engineer Team Lead supervises the Systems Engineer team's work providing clear vision, direction, and planning by coordinating resources and how it impacts the overall environment and organization. The Systems Engineer Team Lead 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.

Essential Functions

- Works with various departments and technology departments to ensure coordination of Systems Engineer team and resources to accomplish the needs and support of the district.
- 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.
- Manage 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 server security, availability, and integrity.
- Collaborates with Systems Engineer team, technology department leadership and other teams or departments.
- Follows direction of technology department leadership.

Team Lead Focused Functions

- Collaborates with Systems Engineer team to envision the direction of the team and lead meetings with vision centered structure.
- Holds Systems Engineer Team accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers.
- Attends and leads meetings with departments to understand needs and coordinates work needed with technology department teams.
- Works with technology department leadership to periodically revise technology standards to best meet the needs of the district.
- Analyzes the critical nature of various requests and responds by adjusting resources and personnel as needed.
- Researches, recommends, and implements best practices for highest security requirements.
- Architects, plans, designs, and recommends hardware and software purchases for network systems infrastructure.
- Cross-disciplinary troubleshoots knowledge of applications, servers, and infrastructure.
- Provides knowledge about other areas within technology department to help teams troubleshoot, diagnose, and resolve issues.
- Ensures maximum uptime of server environment and diligently maintains its highest availability by monitoring, prioritizing and actively resolving issues of network system downtime.
- Helps develop long-range operational goals for network systems infrastructure.
- Oversees technical documentation for individual and team use.
- Work with members of System Engineer team and other teams inside and outside of technology department for completing work.
- Evaluates Systems Engineer Team
- Back-up System Engineers when needed.

Other Functions

- Leads 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 include leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district, setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding ticket resolution. In addition, perform multiple tasks with the potential need to upgrade skills to meet changing job requirements.

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.

ABILITY to lead others is required, including focusing 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.

Experience

Minimum five (5) years of experience working in a Windows Server and/or Microsoft Active Directory environment required.
Minimum two (2) years of experience leading teams, managing projects, and helping drive organization toward goals.
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.

Education

Associate degree in technology field and/or holds current CompTIA Network+, Server+ certifications required.
Bachelor's degree preferred.
Project Management certification preferred.

Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required
Valid Driver's License and Evidence of Insurability

Certificates/Licenses

None required

Clearances

Criminal Justice Fingerprint/Background Clearance