

Senior Systems Engineer

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| DEPARTMENT: | Technology | REPORTS TO: | Director of Technology |
| WORK SCHEDULE: | 12 months | COMPENSATION: | Support Staff Salary Schedule |
| FULL/PART TIME: | Full Time | FLSA STATUS: | Exempt |

Position Description

The Senior System Engineer supports the district by designing, implementing, and maintaining the District's servers, technology, and network. The goal of this position is to provide an efficient and effective computer network system for staff and students.

| Task Title | Essential Job Functions | Percent of Time Spent |
|------------------------------------|--|-----------------------|
| Systems Implementation and Support | <ul style="list-style-type: none"> ● Perform extensive support in the areas of server and systems equipment and O/S's including research, implementation, migration, and support services. ● Configure, deploy, test, troubleshoot, and maintain technology systems. ● Configure, update, and maintain network equipment including data center components, virtual machines, storage arrays, SAN switches, ● Maintain backups of district data. ● Design and deploy applications and settings to devices used by students and staff. Facilitate devices deployment via Mobile Device Management (MDM). ● Provide written activity reports, including system/server activity reports, server backup logs and any other reports related to servers and/or systems, to the Director of Technology Services on a weekly basis. ● Utilize the user support and work order systems to log all activity. Support various applications throughout the district on both Novell and MS-Server Platforms. Provide scripting when needed. ● Issue detailed reports on the health of the servers in the district, the status of work projects and feedback. | 55% |
| Technical Support | <ul style="list-style-type: none"> ● Provide occasional technical support for student and staff mobile devices. ● Provide phone support, training, hardware maintenance and guidance to district users. ● Provide third level of escalation user support to each school and/or building throughout the Kirkwood School District and escalate to appropriate vendor as needed | 20% |

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| Inventory Management | <ul style="list-style-type: none"> ● Manage and ensure the safety and security of computers, network switches and access points, servers, storage arrays, and software ● Order supplies | 15% |
| Training | <ul style="list-style-type: none"> ● Assist in coaching building-level technology specialists as required and requested by the Director of Technology Services. ● Train technology staff and other users on desktop, laptop and mobile operating system functions and management of devices. | 10% |

The intent of this job description is to provide a representative description of the types of duties and responsibilities required for this position. Employees may be asked to perform other job-related duties as assigned.

Supervisory Responsibilities

- **Supervisory Responsibility:** N/A, not responsible for supervising employees
- **Supervisory Activities:** None
- **Budget Signing Authority:** No budget signing authority.
- **Decision-making Authority:** Decisions impact a functional area or department.

Qualifications

Required

- **Education and Related Work Experience:** The following combinations meet the minimum requirements:
 - Bachelor’s degree in computer science, information technology, or a related field and 3 years of work experience troubleshooting computer hardware, software, and network systems issues.
 - Two years of college/associate degree in computer science, information technology, or a related field and 5 years of work experience troubleshooting computer hardware, software, and network systems issues.
 - High school diploma and 7 years of work experience troubleshooting computer hardware, software, and network systems issues.
- **Certificates, Certifications, or Other Training:** Microsoft Certified Systems Engineer or equivalent, VMware certification
- Driver’s license necessary to drive between district sites.

Preferred

- Network+ Certification

Knowledge & Skills

Knowledge

- **Basic:**
 - Accounting: Accounting principles, practices, and the analysis of reporting and financial data.
 - Machines/Tools: Machines and tools, including their uses, repair, and maintenance.

- **Intermediate:**
 - Skilled Trades and Construction: Materials, methods, and the tools involved in the construction or repair of buildings or other structures.
 - Education/Training: Principles and methods for curriculum and training design, teaching and instruction, and measuring training effects.
 - Safety/Security: Equipment, policies, and procedures for the protection of people, data, property, and the organization.
 - Law/Government: Local, state, and national laws and government regulations including KSD Board of Education policy.
- **Advanced:**
 - Administrative: Administrative and office procedures, functions, and basic office tasks.
 - Management: Business/management principles involved in strategic planning, resource allocation, leadership, and coordination of people and resources.
 - Customer and Personal Service: Principles and processes for providing customer and personal services.
- **Expert:**
 - Computers/IT: Electronic, equipment, and computer hardware and software, including Aruba Networks, VMware, Mobile Device Management, Endpoint Management, FortiGate Firewall, Novell eDirectory, Microsoft Active Directory, Google G-Suite Admin Console, Domain Name System (DNS)

Skills

- **Constantly (More than 5.6 hours or 69% of the day):** Reading Comprehension, Speaking, Active Learning, Active Listening, Critical Thinking, Monitoring, Management of Material Resources, Time Management, Service Orientation, Complex Problem Solving, Judgement/Decision-Making, Equipment Maintenance, Equipment Selection, Quality Control Analysis, Technology Design, Troubleshooting
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Writing, Learning Strategies, Coordination, Social Perceptiveness, Systems Analysis, Systems Evaluation, Installation, Operation Monitoring, Operations Analysis, Programming, Repairing
- **Occasionally (Up to 2.5 hours or 32% of the day):** Management of Financial Resources, Negotiation, Persuasion,
- **Rarely (Less than 1 hour or 12% of the day):** Instructing, Mathematics, Science

Work Environment and Physical Demands

Physical Activities/Sensory Abilities

- **Constantly (more than 5.6 hours or 69% of the day):** N/A
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Sitting, Standing, Walking, Carrying/Lifting, Finger Dexterity
- **Occasionally (Up to 2.5 hours or 32% of the day):** Crawling, Crouching/Kneeling, Climbing, Reaching, Repetitive Motion, Hearing, Color Vision
- **Rarely: (Less than 1 hour or 12% of the day):** Multi-limb coordination, Pushing/Pulling, Balancing

Mental and Psychological Demands:

- *High demands:* The job requires significant mental effort and involves high levels of stress (e.g., Frequent need to deal with difficult customers or manage emotions when interacting with

others, often works under tight deadlines, exposure to public criticism, regularly requires extended periods of concentration on complex tasks).

Work Type/Physical Demands

- *Light work:* Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Working Environment

- *Everyday risk and discomfort level:* The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences, or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated, and ventilated.

EEO Statement

Kirkwood School District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex, including pregnancy, sexual orientation, and gender identity and other characteristics protected by law.

Last Updated: April 8, 2024