

Ontario-Montclair School District

CLASS SPECIFICATION Systems Support Engineer

GENERAL PURPOSE

Under general direction, performs highly responsible and complex professional and technical tasks in the installation and maintenance of enterprise-wide software deployments, complex high-level troubleshooting, and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Systems Support Engineer performs a variety of primary duties which include installation and maintenance of server based software, software customization and packaging supporting the district-wide client management of all workstations. A System Support Engineer is also responsible for supporting hardware and software including supporting the technical staff in their daily activities and to provide training in the installation and maintenance of new hardware and software.

System Support Engineer is distinguished from other Information Systems staff by the incumbent's overall responsibility for providing hardware and software training and network support requiring elevated troubleshooting skills and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

- Install and service network-based software.
- Customization and packaging of district owned Software to meet identified requirement and specifications.
- Assist in the installation and maintenance of large integrated, network environments, including electronic mail systems.
- Maintain desktop systems and desktop applications, including Windows 2000, XP and 7;
- Provide technical support to users through training, answering questions, solving problems, and documenting procedures.
- Assist in developing/implementing policies and practices for protection of data from intrusion and equipment failure.
- Develop, Create and maintain standardized images to be deployed throughout the district on all workstations; including the integration of third party software.
- Evaluate, Design, and Create customized software packages that can be deployed via client management suite to distribute requested software remotely.
- Maintain the client management suite, Altiris CMS, providing support and assuring stability in the use of the suite by technicians to support district support requests for all sites.
- Provide Tier-3 support, maintenance and troubleshooting of Virtualized workstations and the underlying automated resource and pool allocations are running per specifications.
- Maintenance of the Distributed File System (DFS) across many sites to store all deployable software and updates.
- Maintain record of site software licensing as well as the software itself (both in physical and electronic form).

- Develop, test and deployment of advanced scripts and batch files
- Evaluate and deployment of regular maintenance upgrades to various district and site based software.
- Evaluate and provide support in the design and installation of various IT related technology within the classroom and other district locations.
- Make recommendations to enhance configuration stability and security on all district software and workstations.
- Interact positively with students, colleagues, parents, and patrons of the school district.
- Provide Advanced support to the System Support Technicians in the troubleshooting of complex software and hardware issues..
- Participates in the evaluation of proposed solutions by attending demonstrations, performing technical research, providing technical input to evaluative committees and participating in the evaluation process.
- Provides back-up support to department staff as required.
- Other similar, related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Networking and routing protocols; TCP/IP, SNMP, DNS and DHCP
- Demonstrated skill and knowledge in: TCP/IP, network systems security, Firewalls, and all Windows platforms.
- Demonstrated ability in providing technical assistance and training to non-technical staff.
- Demonstrated ability to perform job functions in a professional, positive, and outgoing manner.
- Ability to work irregular and flexible hours as required.
- Demonstrated ability to communicate effectively both orally and written.
- Knowledge of operational characteristics of local area networks (LAN's), wide area networks (WAN's), and associated hardware components;
- Knowledge of principles, practices in the installation and maintenance of hardware and software in a large integrated, network environment.
- Knowledge of file management practices and, disk management back-up, and recovery procedures.

Ability to:

- Develop conceptual frameworks and apply state-of-the-art technology to the design and management of software.
- Install, configure, maintain and manage the operations of complex network systems to achieve optimal technical performance and end user support.
- Analyze and troubleshoot complex computer system and network issues, identify the reasons for network and network device problems, failures and malfunctions and develop optimal solutions.
- Monitor network trends and anomalies and make adjustments as required.
- Perform business and functional analyses and reach sound conclusions regarding customer requirements and efficient, cost-effective network systems and technology solutions.
- Read, interpret and apply complex technical publications, manuals and other documentation.
- Identify data communication and information management issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
- Prepare clear, concise and accurate program documentation, reports of work performed and other written materials.

- Conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy and state and federal law.
- Plan, organize and complete projects efficiently and in accordance with District quality standards, while troubleshooting unexpected system problems.
- Operate a computer and related equipment.
- Work cooperatively with customers in a responsive, helpful, courteous and tactful manner.
- Communicate clearly and concisely, both orally and in writing.
- Exercise sound independent judgment within general policy guidelines.
- Establish and maintain effective working relationships other Information Systems team members, managers, administrators, end users and others contacted in the course of work.

Training and Experience:

A BA/BS degree in information systems, computer science, or electronics degree, with at least 2 years of increasingly responsible experience particularly in performing complex troubleshooting of hardware, software and network support. Experience in a public agency is preferred

Licenses Certificates; Special Requirements: Microsoft Certified Systems Engineer (MCSE); Altiris Client Management Suite Certification; Wise Packaging Training or the equivalents are desirable.

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

Physical Demands:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands or arms.

An employee is frequently required to walk and stand and occasionally to lift up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, an employee is regularly required to use oral and written communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing deadlines with frequent interruptions; work effectively as a team leader or member; and interact with managers, internal customers, employees, vendors, consultants and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is moderate.