VIRGINIA BEACH CITY PUBLIC SCHOOLS
CHARTING THE COURSE

SYSTEMS ENGINEER SUPERVISOR

GENERAL RESPONSIBILITIES

Under the direction of the Coordinator of Technical Services for the Engineering and Infrastructure Team, or Coordinator of Technical Applications for the Systems Administration Team, the position is responsible for supervising and assigning the day-to-day work of a team. These teams are responsible for designing, planning, implementing, and maintaining the division's computer hardware and software, data centers, cloud, telecommunications, and data networks. The position will provide both hands-on tactical management and strategic direction. Work involves problem mitigation, assignment, and management of resources to technology projects, as well as overall project management.

ESSENTIAL GENERAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Evaluate new technology and resources for future implementation in the VBCPS.
- Present and provide technical training for staff in the Department of Technology, as needed.
- Plan and supervise special projects involving team members.
- Advise clients on the necessary technology to achieve their goals.
- Must keep abreast of changing and emerging technology using professional resources to include continuing education and in-service programs.
- Creating and maintaining the enterprise repository of systems documents.
- Perform routine checks on critical systems to ensure proper operation and minimize downtime.
- Schedule personnel daily to complete planned systems maintenance and systems health monitoring, as well as, unplanned work such as failed system remediation and recovery.
- Provide daily reports of enterprise systems status to the coordinator.
- Provide weekly and ongoing reports of all tasks and the status of projects to the coordinator.
- Provide input for annual evaluations on personnel assigned to the team
- Verify service level agreements are met and work is performed in a timely manner
- Perform related work as required.

DUTIES ASSIGNED TO SPECIFIC AREAS

Specialization and proficiency are essential in at least one or both of the functional areas listed.

Engineering Team – This team is accountable for the maintenance of the division's data centers, server and storage hardware, Active Directory, systems integrations, cloud integration, and Office 365. The position is responsible for providing leadership, training, and direction to team members in the following areas:

- Lead systems engineering team in all technical aspects; provide technical Project Management ranging from single system upgrades to enterprise-wide projects.
- Maintain, manage, and troubleshoot application and identity integration, virtual hosts and systems, cloud resources, and Active Directory.
- Oversee all aspects of data center and cloud operations.

Infrastructure Team – This team is accountable for the maintenance of the division's networking hardware, wireless telecommunications, and the equipment that provides access to Internet and Intranet resources, as well as some data storage systems. The position is responsible for providing leadership, training, and direction to team members in the following areas:

- Manage the Technical Architecture, Network Services (LAN, WAN, Internet, Intranet, and Extranet & Wireless Mobility), NG Firewalls and Content Controls, End-Point Technology, and Support systems.
- Lead Infrastructure team in all technical aspects; provide technical Project Management ranging from single system upgrades to enterprise-wide projects.
- Oversee the analysis, design, installation, and configuration of wired and wireless networks, including those serving telecommunications and data storage, to ensure that network resources are adequate to meet current and future needs.
- Maintain, manage, and troubleshoot all network-related issues.
- Build and maintain inter-departmental relationships.

Systems Administration Team – This team is accountable for device management including provisioning, configuration, testing, security, and compliance to include but not limited to Windows, Apple, and Chrome. The team is also responsible for software compliance, documentation and reporting, Intune configuration profiles, security baselines, and group policies. The position is responsible for providing leadership, training, and direction to team members in the following areas:

- Training and development of team members as well as end-users.
- Stay current on emerging technologies and industry trends. Evaluate new IT solutions and make recommendations for adoption.
- Maintain and manage enterprise applications like Intune, Jamf, Google Workspace, and ClassLink; ensure team members are well-versed in the administration of these applications.
- Lead systems administrator team in all technical aspects; provide project management ranging from single system upgrades to enterprise-wide projects.

KNOWLEDGE, SKILLS AND ABILITIES

Must have the ability to establish and maintain effective working relationships with staff; work under time constraints; organize and perform work independently; perform a lead role in technical work; train staff to perform complex technical tasks; prepare and maintain computerized records and systems; meet with the public effectively; and plan and supervise the work of others.

Engineering: Must have a thorough knowledge of Data Center operations, Windows Servers, Active Directory, PowerShell, and virtualization. Must have knowledge of cloud technologies; Azure preferred.

Infrastructure: Must have a thorough knowledge of a complex Enterprise Network infrastructure including Enterprise Network Hardware. Must have a knowledge of Fiber Cabling Networks and other ad hoc WAN/WLAN/LAN systems with 24x7uptime requirements. Must have thorough knowledge of wireless systems and telecommunication systems, including cloud VoIP.

Systems Administration: Must have a thorough knowledge of Microsoft Intune including a comprehensive understanding of endpoint management, including Windows client device rollout, compliance checks, device safeguarding strategies, configuration policies, and overseeing the entire application deployment lifecycle. Must have expertise in Google Workspace and be proficient in the management console, emphasizing enterprise-grade best practices, streamlined user management, service regulation, device oversight, and the integration of third-party applications and extensions. Must demonstrate capability to strategize, execute, and assess Innovative Software Solutions tailored for the school division, and must adeptly facilitate collaboration and training through vendor relations, upskilling team members, and ensuring the optimal performance of overseen applications, ensuring their seamless and efficient operations.

EDUCATION AND EXPERIENCE

Required: A Bachelor's Degree and a minimum of five (5) years of experience as a technical supervisor or manager. Must have solid experience and comfort working and interacting with external vendors on problem identification and resolution, and account management. Must be experienced with designing, configuring, and troubleshooting complex systems while maintaining security.

Preferred: Certifications or equivalent experience in technical areas relevant to the VBCPS environment, such as those listed under special requirements, are highly desired.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, stooping, crouching, kneeling, grasping, fingering, repetitive motion, reaching, and driving. Occasional standing, climbing, and crawling. Work involves moderate exposure to unusual elements such as dirt, fumes, gases, unpleasant odors, hazards such as moving vehicles, electric current, moving mechanical parts, etc. and/or loud noises. Ability to lift up to 50 pounds frequently. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks

SPECIAL REQUIREMENTS

- Possession of a valid driver's license.
- Regular and reliable attendance is an essential function of this position.
- IT Project Management: 3 years (Preferred)
- Data Center Infrastructure: 3 years (Preferred)

Engineering

- Microsoft Certified Solutions Expert (MCSE) (Preferred)
- Microsoft Certified Solutions Associate (MCSA) (Preferred)
- Virtualization: 3 years (Preferred)
- Azure or other cloud providers: 3 years (Preferred)

Infrastructure

- Cisco / Fortinet Firewalls: 3 years (Preferred)
- Cisco Switching: 3 years (Preferred)
- Cisco Call manager: 3 years (Preferred)
- Cisco Nexus: 3 years (Preferred)
- Enterprise Networking: 3 years (Preferred)

Systems Administration

- Microsoft Intune: 4 years (Preferred)
- Microsoft 365 Defender: 2 years (Preferred)
- Google Workspace: 5 years (Preferred)
- ClassLink: 2 years (Preferred)

FLSA status: Exempt	Description: Rev. 11/16, 2/19, 7/20, 11/23 2/26