

IT SYSTEMS ENGINEER

GENERAL STATEMENT OF DUTIES: Performs highly specialized work which includes the design, installation, administering and optimizing of servers, storage and related components to achieve high reliability and performance; ensures the availability of applications, configuring new implementations and developing processes and procedures for ongoing management of the server environment; ensures the physical security, integrity and safety of the data, servers and backup media; participates in the installation, monitoring, maintenance, support and optimization of all Host hardware, software and communication links; leads and coordinates varying research/implementation projects utilizing proper documentation, tools and task management skills; works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Plan, design, test, implement and troubleshoot enterprise server and storage systems;
Implement and maintain security solutions;
Ensure that proper security practices are followed including monthly patching of software, updates to firmware and review of system logs on a daily basis;
Create and maintain documentation as it relates to configuration, processes, service records and security configuration;
Perform on-site analysis, diagnosis and resolution of complex system problems and recommend and implement corrective actions;
Development of business continuity and disaster recovery plans and maintain current knowledge of plan executables;
Respond to emergency outages in accordance with business continuity and disaster recovery plans;
Monitor the performance of managed systems to ensure proper performance and reliability;
Provide training and written documentation for support personnel (which include Help Desk, computer technicians, trainers, internal/external customers and management);
Manage and/or provide guidance and/or direction of subordinates;
Write technical specifications for purchase of server hardware and software products;
Interact and negotiate with vendors and contractors to secure software, products and services;
Assist in research on relevant technology products, services, protocols and standards to remain abreast of developments in the networking industry;
Attend training seminars, conferences and trade shows to broaden knowledge of current and future issues and technologies.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed with solid leadership skills;
Supervision of staff and ability to work well in a team environment;
Knowledge and configuration of Microsoft Windows Server operating systems;
Knowledge and configuration of Unix/Linux system administration;
Knowledge and configuration of IT Security best practices;
Knowledge and configuration of SAN systems;
Knowledge and configuration of backup and recovery systems;
Knowledge and configuration of database systems;
Knowledge and configuration of server virtualization;
Knowledge and configuration of servers and storage in a Cloud Computing environment;
Knowledge and experience with Powershell scripts;
Ability to work in and remain professional in high stress environment;
Ability to conduct research across a wide range of computing issues;
Ability to analyze design and architect appropriate technology solutions;
Passion for continuous learning;
Ability to work independently, collaboratively and respectfully in a complex, multicultural work environment that values diversity, equity and inclusion.

MINIMUM QUALIFICATIONS:

Bachelor's degree (Masters preferred), in the field of computer science, information sciences or a related field with a minimum of seven (7) years' experience managing servers and SAN storage in an enterprise VMWare environment;

-AND-

One (1) year experience managing a production server in a cloud computing environment such as Azure, Amazon AWS, Google Cloud or similar for an enterprise employer;

-AND-

One or more of the following certifications: Microsoft Certified Solutions Expert (MCSE), CompTIA Server+ and VMware Certified Professional Data Center Virtualization (VCP-DCV);

-OR-

Associate degree, in the field of computer science, information sciences or a related field with a minimum of ten (10) years' experience managing servers and SAN storage in an enterprise VMWare environment;

-AND-

One (1) year experience managing a production server in a cloud computing environment such as Azure, Amazon AWS, Google Cloud or similar for an enterprise employer;

-AND-

One or more of the following certifications: Microsoft Certified Solutions Expert (MCSE), CompTIA Server+ and VMware Certified Professional Data Center Virtualization (VCP-DCV).

SPECIAL REQUIREMENTS:

Certifications and other job-related trainings will be required and will change from time to time as determined by the CIO.

Must be available to respond 24/7 to address systems issues on an as needed basis when required.

Human Resources Director

Established: April 29, 2013
Revised: June 2019
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