

Carson City School District Job Description: Systems Engineer

Job Title: Systems Engineer

Location: Innovation and Technology Department

Reports To: Director Innovation and Technology

FLSA Status: Non-exempt

Prepared By: Associate Superintendent of Human Resources

Prepared Date: 02-12-2020

Summary:

Performs work of moderate difficulty involving the administration of the District's server/application environment, including but not limited to: Application security, Collaboration applications; Terminal Service applications, Business and Educational Applications, content management, server maintenance, anti-virus, backups, e-mail and archiving, remote support, application updates, installation, and repair.

Essential Duties and Responsibilities:

May include, but are not limited to, the following:

- Establishes server and application environment by designing system configurations.
- Maintaining server and application environment performance and reliability.
- Isolating and resolving server, application and security related issues; defining, documenting, and enforcing server and application environment policies.
- Install, configure, maintain, upgrade and troubleshoot district systems (Ex: Windows, VMware, Citrix, IIS, Apache, SQL, Oracle, Infinite Visions, Destiny, Email, PowerSchool, Servers, Appliances, etc.).
- Install, configure, maintain, upgrade and troubleshoot server based software, disaster recovery solution and antivirus solution.
- Install, configure, maintain and troubleshoot network services (Ex: File and Print services).
- Monitor server and application environment for performance, security and reliability issues.
- Provision user accounts, manage and maintain server and data security.
- Provide support to users experiencing issues using district systems (Ex: VMware, Citrix, IIS, Apache, SQL, Oracle, Infinite Visions, Destiny, Email, PowerSchool, Servers, Appliances, etc)
- Participate in strategic, capacity, and performance planning.
- Perform complex Analysis of the server and application environment for security, performance, enhancement, expansion, and user resource requirements.
- Provide recommendations for hardware, software and tools to monitor and manage the server and application environment.
- Develop and maintain technical documentation of the server and application environment configurations
- Establish, document, and enforce server and application environment standards and policies.
- Communicate and coordinate planned service outages to staff.
- Maintain an updated knowledge of complex hardware, software and technologies used within the district (Ex: VMware, Citrix, IIS, Apache, SQL, Oracle, Infinite Visions, Destiny, Email, PowerSchool, Servers, Appliances, etc) by seeking educational opportunities.
- Provide training and assistance to down level department staff members and on-site coordinators.
- Maintain a reasonable supply of spare hardware and standby equipment to minimize service downtime related to equipment failure.

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- Manages, monitors and maintains the district-wide Application, Database and Web Servers, VMware installations, and support on-site network technicians.
- Configure and maintain the Infinite Visions software including user security, software upgrades and troubleshooting.
- Configure and maintain data backups for the district's Windows servers and VMware.
- Provide assistance to users in connecting to and using Citrix published applications.
- Serve as the system administrator in hardware configuration, system access, system performance evaluation and updating the operating system and applications.
- Install, configure, and maintain the district's anti-virus software on both the network and workstation level.
- Install, configure, maintain and repair computer hardware, associated components and operating systems.
- Troubleshoot computer system hardware and networks.
- Repair and report problems to vendors and follow-up for completion of repairs.
- Test systems continuously to identify problems and modify the system as needed to resolve problems.
- Determine specific needs and make recommendations for acquisition of available hardware/software needs.
- Assists in summer technical refresh activities.
- Assembles and configures network components and associated services.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Upgrades network hardware and software components as required.
- Installs, upgrades and configures network printing, directory structures, rights, security, software and files services.
- Provides users with network technical support.
- Responds to needs and questions of users concerning their access of network resources.
- Establishes network users, user environments, directories, and security for networks being installed.
- Installs and tests necessary software and hardware.
- Other duties may be assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

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Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Business and Educational Applications, Backup software; Database software; Development software; Internet software; Remote Support software; Content Management systems; Workorder systems; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations:

Possession of a valid driver's license issued by the state of residence. Microsoft, Novell, or Cisco networking certification. Original Social Security Card.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

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

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.

Salary Range:	Refer to current CESA Salary Schedule (Plus employer paid benefits and retirement)
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When applying for a position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

Notice of Non-Discrimination: The Carson City School District does not discriminate against any person on the basis of race, color, national origin, sex, disability, age, or on any other basis protected by state or federal law, and it provides equal access to the Boy Scouts of America and other designated youth groups. The following person has been designated to handle inquiries regarding the District's non-discrimination policies: Title IX and 504 Coordinator, 1402 W. King Street, Carson City, NV 89703, (775) 283-2130.