

EMPLOYEE NAME: _____

Created: 02/07; Revised: 7/09, 10/12; 8/22

JOB DESCRIPTION

POSITION TITLE: Systems Engineer II, Field Services	JOB CODE: 446G
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Field Services	PAY GRADE: Level G (NT07)
REPORTS TO: Director, Field Services	WORKDAYS: Annual Administrative
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for the successful completion of the tasks and deliverables within the Field Services organization; Deploys the release of new technologies as well as designs, installs, configures, maintains, and performs system integration testing of PC/server operating systems, related utilities and hardware; Responsible for trouble shooting server problems as reported by users. Research, evaluates and recommends software and hardware products. Responsible for interaction with other 3 rd party vendors for consultation and support. Designs, installs, configures, maintains, and optimizes SCCM and Intune.	

REQUIREMENTS:

1.	Educational Level: Associate Degree (or equivalent experience) in Computer Science that provides the required knowledge and skills in current industry principles and practices of designing, developing, and managing enterprise-wide communications networks for both voice and data
2.	Certification/License Required: (Two or more) <u>Microsoft 365 Certified: Modern Desktop Administrator Associate</u> , <u>Microsoft 365 Certified: Security Administrator Associate</u> , <u>Microsoft 365 Certified: Messaging Administrator Associate</u> , <u>Microsoft 365 Certified: Teams Administrator Associate</u> , <u>Microsoft Certified: Identity and Access Administrator Associate</u>
3.	Experience: Minimum 4 years of experience in network engineering and systems administration
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Develops project plans for the District Lifecycle Management projects.
3.	Manages and maintains the current software management solution and the associated servers, consoles, and distribution points.
4.	Maintains historical records for Field Services.
5.	Participates in the development and testing of plans to continue information systems functions in the event of a disaster that interrupts normal network operations.
6.	Participates in development and periodic testing of security processes as they relate to the network.
7.	Participates in the inspections of Software Development Life Cycle (SDLC) deliverables to provide a Field Services perspective
8.	Moderates and inspects SDLC deliverables, e.g., system and network specifications, development test plans, integration test plans, and construction elements.
9.	Provides constructive feedback and commitment to continuous improvement.
10.	Participates in the resolution of service requests from the Customer Care Center (CCC) within approved guidelines and timelines.

11.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
12.	Provides input to performance objectives and performance reviews of subordinate personnel in the Field Services organization (as applicable).
13.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____