

**EMPLOYEE NAME:** \_\_\_\_\_

Revised: 11/07; 1/08; 1/13; 10/15; 10/16; 6/18; 11/20

### JOB DESCRIPTION

<b>POSITION TITLE:</b> Systems Engineer I, Email	<b>JOB CODE:</b> 446I
<b>DIVISION:</b> Technology Services	<b>SALARY SCHEDULE:</b> Technology Services
<b>DEPARTMENT:</b> Enterprise Services	<b>WORKDAYS:</b> 238
<b>REPORTS TO:</b> Director, Enterprise Services	<b>PAY GRADE:</b> Rank I (NT09)
<b>FLSA:</b> Exempt	<b>PAY FREQUENCY:</b> Monthly
<b>PRIMARY FUNCTION:</b> Responsible for the successful completion of the tasks and deliverables within the security & email services organization; responsible for the implementation, maintenance and support of groupware systems; evaluates and recommends associated hardware/software solutions based on business requirements and user needs; responsibilities include providing technical assistance in the design, development, and promotion of selected groupware strategies; actively involved in supporting and deploying various groupware applications such as team collaborative computing, internet email web access, Blackberry handhelds, document sharing, and next generation messaging solutions.	

**REQUIREMENTS:**

1.	Educational Level: Associate degree or its equivalency (2 years of exempt level experience = 1 year of college, combination of experience and education may be used to meet the degree requirement) in computer science that provides the required knowledge and skills in current industry principles and practices of email administration; knowledge of DNS, spam and virus filters, and internet SMTP standards a plus
2.	Certification/License Required: Microsoft Technology Associate (MTA – Server, Networking or Security), Microsoft Certified Technology Specialist (MCTS – Server) or other relevant certification
3.	Experience: Minimum of two years in systems administration, network or field services, in an enterprise level environment
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.	Reviews email system log files for anomalies and takes corrective action.
3.	Maintains and documents security hardware and software configurations.
4.	Troubleshoots email accounts (e.g. distribution lists, resources, etc.)
5.	Monitors and maintains district wide Microsoft Exchange email, RIM\Blackberry and backup/recovery systems.
6.	Maintains and documents email reporting software such as Intellireach Insight.
7.	Assists in testing new email products and mobile devices such as Blackberry devices.
8.	Maintains and documents email spam and anti-virus filters.
9.	Participates in the testing of plans to continue information systems functions in the event of a disaster that interrupts normal network operations.
10.	Participates in the testing, planning, and documenting of email and Blackberry system patches/upgrades.
11.	Provides constructive feedback and commitment to continuous improvement in client-wide quality initiatives.
12.	Participates in the resolution of service requests from the Customer Care Center (CCC) within approved guidelines and timelines.

13.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
14.	Works well with others, self-motivated.
15.	Performs other duties as assigned by appropriate administrator.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_