



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Systems Engineer II	DEPARTMENT: Information Technology
IMMEDIATE SUPERVISOR: Chief Technology Officer	GRADE/RANK: 19
	FLSA/ESSENTIAL STATUS: Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

The Systems Engineer II is responsible for planning, development and continued enhancement of the administration, control and maintenance of servers, desktop, networking and/or telecommunications environment to ensure compatibility and integration with enterprise strategies. Responsibilities include quality and timely resolution of customer problems and requests, escalation and coordination with vendors and IT personnel. This includes enterprise-wide operational and consulting services related to server and networking hardware and software and vendor interfacing. This position requires being on-call.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- **System Administration and Maintenance – 40%**
Provides hardware and software support relating to all aspects of the desktop, server, server storage, networking and telecommunications environments. Duties include installation, configuration, diagnoses and problem resolution, security, operating system and layered applications, hardware platforms, and backups. Remains current on developments in related fields through research and publications.

- **Systems Planning and Monitoring – 20%**
Assists in investigation, design and standardization of infrastructure environments. Develops systems configurations for project and enterprise use. Develops and implements systems testing plans for new technology initiatives. Monitors systems for security integrity and faults. Coordinates systems technology projects with IT team, City staff and outside vendors to complete projects.
- **Helpdesk Support – 20%**
Documenting and coordinating installation and problem resolution procedures. Provides hardware and software support through answering technical questions, on-site visits and end-user training. Manages and tracks infrastructure problems through resolution. Advises and counsels users on technology support for departmental systems.
- **Management and Supervision – 10%**
Provides leadership and coordination of work assignments for the Systems Engineer 1. Provides the Chief Technology Officer with project and review input on a regular basis in regard to team members' performance. Assists in the recruitment and selection of team personnel.
- **Management Reporting – 10%**
Provides accurate estimates of time and effort for assigned tasks. Creates and follows schedules for all tasks, keeping management aware of progress, slippage and any external impacts and;
- **Performs related tasks as assigned by Chief Technology Officer.**

KNOWLEDGE, SKILLS AND ABILITIES:

Experience and familiarity with Microsoft Windows Server operating systems and administration of Microsoft Exchange and Microsoft SQL server. Strong working knowledge of desktop and server software and hardware, networking technology and network protocols. Must have good organization, customer service, analytical skills and excellent troubleshooting and resolution skills. The ability to handle commitment to deadlines and function without direct supervision, excellent oral and written communication skills, strong organizational and time management skills, working in a team environment and thrive on the opportunity to learn new skills.

QUALIFICATIONS/EDUCATION AND EXPERIENCE:

A four-year degree in an appropriate discipline or equivalent experience is required. Minimum of three-years of experience with related technology.

SPECIAL REQUIREMENTS:

- Minimum three-years of experience in the support of client desktop environment, especially Microsoft desktop operating systems in a Windows Server environment. Installing and maintaining desktop hardware and software, desktop peripherals such as scanners and printers, and networking hardware.
- Microsoft Certified System Engineer certification or equivalent strongly preferred.
- Possession of a valid appropriate driver's license issued by the Commonwealth of Virginia and a good driving record.

PHYSICAL DEMANDS and ENVIRONMENTAL CONDITIONS:

Work is mostly performed in an office environment. The noise level is usually quiet, but may be moderately noisy when working closely with physical servers. The work environment is usually well lit. The atmosphere in the work environment is manually adjusted for climate control. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The position requires the application of manual dexterity in combination with eye-hand coordination for keyboard input and the operation of equipment. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls, and reach with arms and hands. The incumbent may occasionally perform field work in the form of field checking or data collection. The incumbent is occasionally required to walk, stoop, crawl, and climb. The incumbent must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

SUPERVISORY RESPONSIBILITIES:

Position does not have supervisor responsibility.

EXAMPLES OF EXPECTED DECISION MAKING:

- **Fundamental accountability**
The incumbent is responsible for activities relating to assigned projects as found in departmental project schedules and is accountable for meeting defined deliverables in a timely fashion.
- **Types of Decisions**
The incumbent is required to perform analysis, development and implementation of complex system procedures and improvements to preserve the integrity of the enterprise-computing environment or to allow for additional functionality. The incumbent will frequently make decisions that significantly impact enterprise-computing environments.
- **Extent of Procedural Restrictions**
The incumbent will independently manage large-scale technology projects and perform operations that can affect enterprise operations.

This job description in no way states or implies that these are the only duties performed by this employee. The Systems Engineer II will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. The City of Staunton reserves the right to update, revise or change this job description and related duties at any time.

EVALUATION:

Performance of this job is evaluated in accordance with city policy, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

Approved by: Chief Technology Officer and Chief Human Resources Officer

Revised Date: 2019