



DEPARTMENT OF HUMAN RESOURCES
CITY & SCHOOLS

CITY OF STAUNTON
POSITION DESCRIPTION

JOB TITLE: Systems Engineer I	DEPARTMENT: Information Technology
IMMEDIATE SUPERVISOR: Chief Technology Officer	GRADE/RANK: 17
	FLSA/ESSENTIAL STATUS: Non-Exempt

GENERAL DEFINITION AND PURPOSE OF WORK:

The Systems Engineer I is responsible for hands-on day to day technical support of desktop hardware and software. Responsibilities include quality and timely resolution of customer problems and requests, escalation and coordination with other IT personnel. Documenting and coordinating desktop problem resolution procedures. This position requires being on-call.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

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

- **Helpdesk Support – 60%**
Provides hardware and software support for internal users relating to all aspects of the end-user desktop environment, including, but not limited to groupware, PC hardware and peripherals. Serves as an information source for the user community. Remains current on developments in this and related fields through technical publications, research and training classes.
- **Infrastructure Support – 10%**
Assists in maintaining servers, networking hardware and software.
- **Systems Planning – 10%**
Assists in investigation, design and standardization of desktop environments and associated standards.

- **Management Reporting – 20%**
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 and/or Systems Engineer II.**

KNOWLEDGE, SKILLS AND ABILITIES:

Has experience and familiarity with Microsoft Windows and Microsoft Office. Strong working knowledge of desktop software and hardware 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 two-year degree in an appropriate discipline or equivalent experience is required. Minimum of one-year experience with related technology.

SPECIAL REQUIREMENTS:

- Minimum one-year experience in the support of client desktop environment, especially Microsoft desktop operating systems in a Windows Server environment. Installing and maintaining desktop hardware and peripherals such as printer and scanners in a networked environment.
- A+ 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 effectively communicating with internal and external users to address concerns, issues and problems of the user community. The incumbent is also responsible for activities relating to assigned projects and as found in department/group project schedules, and is accountable for meeting defined deliverables in a timely fashion. Responsibilities also include reporting and communicating user views and expectations to the IT team and management.

- **Types of Decisions**

The incumbent is allowed to make decisions regarding resolutions of concerns, problems and issues identified by the user community as well as decisions regarding tracking of correspondence and problem tickets. The incumbent is also expected to provide creative input related to dealing with support issues.

This job description in no way states or implies that these are the only duties performed by this employee. The Systems Engineer I 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