

IT Systems Engineer

GENERAL STATEMENT OF DUTIES:

Performs highly specialized work which includes the design, installation, administering, and optimizing of servers, storage and related components to achieve high reliability and performance. Ensures the availability of applications, configuring new implementations, and developing processes and procedures for ongoing management of the server environment. Ensures the physical security, integrity, and safety of the data, servers and backup media. Participates in the installation, monitoring, maintenance, support, and optimization of all Host hardware, software, and communication links. Leads and coordinates varying research/implementation projects utilizing proper documentation, tools, and task management skills. Works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Plan, design, test, implement, and troubleshoot enterprise server and storage systems;
Implement and maintain security solutions, including firewall and anti-virus;
Ensure that proper security practices are followed including monthly patching of software, updates to firmware and review of system logs on a daily basis.
Design, deploy, and maintain servers hosts, storage systems, virtual machines, and related hardware/software/appliances;
Create and maintain documentation as it relates to configuration, processes, service records and security configuration;
Perform on-site analysis, diagnosis, and resolution of complex system problems for end users and support personnel, and recommend and implement corrective hardware and software solutions;
Development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables;
Respond to emergency outages in accordance with business continuity and disaster recovery plans;
Manage equipment including: servers e-mail, printers, and backup servers and their associated operating systems and software switches, routers, servers and firewalls;
Manage servers including: e-mail, print, and backup servers and their associated operating systems and software;
Monitor the performance of managed systems and troubleshoot and resolve problem areas as needed including but not limited to just upgrades and patches;
Manage and support of systems hardware to ensure proper performance and reliability;
Provide training and written documentation for support personnel (which include Help Desk, computer technicians, and trainers, internal/external customers, and management;
Manage and/or provide guidance and/or direction of subordinates;
Write technical specifications for purchase of server hardware and software products;
Interact and negotiate with vendors and contractors to secure software, products, and services;
Assist in research on relevant technology products, services, protocols, and standards to remain abreast of developments in the networking industry;
Attend training seminars, conferences, and trade shows to broaden knowledge of current and future issues and technologies.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed with solid leadership skills;
Knowledge and configuration of Microsoft Windows Server operating systems;
Knowledge and configuration of Unix/Linux system administration;
Knowledge and configuration of IT Security best practices;
Knowledge and configuration of SAN systems;
Knowledge and configuration of backup and recovery systems;
Knowledge and configuration of database systems;
Knowledge and configuration of server virtualization;
Ability to supervise staff and ability to work well in a team environment;
Ability to work in and remain professional in high stress environment;
Ability to conduct research across a wide range of computing issues;
Ability to analyze design and architect appropriate technology solutions;
Passion for continuous learning.

MINIMUM QUALIFICATIONS:

Bachelor's degree (Master's preferred), in the field of computer science, information sciences, or a related field.

-AND-

Three (3) years' experience with Microsoft Sever Operating Systems
Three (3) years' experience with Linux Operating Systems
Three (3) years' experience managing 40+ virtual and physical servers
Three (3) years' experience managing information systems security
Three (3) years' experience managing VMware or other virtualization technologies
Three (3) years' experience managing Microsoft SQL Server or equivalent software
Three (3) years' experience with information systems engineering/architecture

One or more of the following certifications preferred: Microsoft Certified Solutions Expert (MCSE), Microsoft Certified Solutions Associate – SQL Server (MCSA), Microsoft 365 Certified Fundamentals, CompTIA Server+, VMware Certified Professional – Data Center Virtualization (VCP-DCV), Certified Information Systems Security Professional (CISSP).

SPECIAL REQUIREMENTS:

Must be available to respond 24x7 to address systems issues on an as needed basis when required.

Established: April 29, 2013
Revised: June, 2019


Human Resources