

PURPOSE OF THE CLASSIFICATION: Under direction develops and deploys technology solutions across the core-server stack (networking, storage, compute, hypervisor), Operating Systems, Backup & Disaster Recovery, and core infrastructure services (i.e. Domain Name Service (DNS), Dynamic Host Configuration Protocol (DHCP), Domain Controllers, Databases) across on-premise and off-premise deployments, performs analysis, evaluation, training, and reporting, as well as participates in systems life-cycle management, documentation, and project management; and performs other related required duties.

ESSENTIAL TASKS:

- Participates in the planning, testing, and implementation of the City's enterprise infrastructure
- Works directly with Architecture and Operations staff to facilitate safe and effective change into the environment
- Participates in systems life-cycle management (develop, deploy, continuous improvement, decommission) with heavy emphasis on developing and deploying new technology solutions
- Assists in developing system configurations to achieve optimum functionality, prepares and updates user manuals and system documentation, troubleshoots and rectifies computer system problems
- Participates in mentoring/training of other IT Systems Engineers and develops documentation for Operations staff, including system and user manuals
- Works closely with other IT staff, vendors, and internal customers to optimize, secure, and support the enterprise server environment
- Evaluates and tests major system upgrades, installs or upgrades system software, troubleshoots hardware/software related problems, and monitors system metrics to ensure upgrade objectives are met during User Acceptance Testing.
- Assists Project Services in developing project plans, schedules, and cost/benefit estimates for enterprise information technology projects
- Prepares and presents status reports and technical presentations to various audiences
- Responds to internal requests and system operation issues, aids programming and operations personnel in the utilization of software and resolution of user/systems problems
- Occasionally provides support for Enterprise Infrastructure Systems and Applications for the most complex of problems
- Assists in evaluating new technologies and in formulating recommendations for needed changes
- May perform as technical lead
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with an bachelor's degree in computer science, mathematics or statistics, industrial engineering; telecommunications or other related fields; and,
- (b) Four (4) years' experience supporting infrastructure-type applications utilizing applicable products, techniques and devices; or,
- (c) Possession of a current certification in two (2) of the following:

- a. Microsoft Windows Server Hybrid; **or**,
 - b. Microsoft 365; **or**,
 - c. Microsoft 365 Messaging; **or**,
 - d. Microsoft Azure; **or**,
 - e. Microsoft Certified Systems Administrator/Microsoft Certified Systems Engineer (MCSA/MCSE); **or**,
 - f. Microsoft Exchange; **or**,
 - g. Network/Application Infrastructure; **or**,
 - h. VMware/Linux/Storage Administration; **or**,
- (d) Three (3) years of current experience in maintenance and administration of enterprise class server systems

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of an Enterprise Infrastructure Applications and Systems, industry best practices and principles of enterprise systems
- Considerable knowledge of various enterprise level solutions, computer/server hardware, operating system (OS), networking, virtualization, backups, Storage Area Network/Network Attached Storage (SAN/NAS), and cloud concepts
- High level troubleshooting methods used with information systems and infrastructure-type applications, operational characteristics and capabilities of applicable systems management applications

Ability to:

- To troubleshoot and analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions, and effectively resolve problems
- To clearly communicate both verbally and in writing with all levels of customers
- To document advanced technology information in a succinct and understandable format
- To train and mentor others
- To coordinate, evaluate, and supervise the work of subordinates
- To recognize, analyze, and solve system and software maintenance problems
- To perform as technical lead with a high level of confidence in driving projects to completion without outside technical support
- To understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Skill at:

- A professional level working with computers, server hardware and applicable systems/networks/applications and related equipment

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching, bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and**,
- b) Possess a current certification in two of the following:
 - a. Windows Server Hybrid Administrator; **or**,
 - b. Microsoft 365; **or**,
 - c. Microsoft 365 Messaging; **or**,
 - d. Microsoft Azure; **or**,
 - e. MCSA/MCSE; **or**,



CLASS TITLE | DEPLOYMENT ENGINEER II

PAY GRADE: IT-40| www.cityoftulsa.org/pay

Effective Date : 02/15/2022

Class Code: 3604

- f. Network/Application Infrastructure; **or**,
- g. VMware/Linux/Storage Administration

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; some positions within this classification may be on-call 24 hours a day, 7 days a week; and will require travel to various City locations to provide computer-related assistance.

EEO Code: N-02

Group: Clerical and Administrative

Series: Data Processing and Information Services