CLASS TITLE: SYSTEMS ENGINEER I – SERVER SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction maintains and supports the City's email system, Active Directory environment, core-server infrastructure, assisting in server services projects and performing other related required duties.

ESSENTIAL TASKS:
- Provides support for Enterprise Infrastructure Systems and Applications
- Operates and supports the City's enterprise infrastructure
- Works closely with other information technology staff, vendors and internal customers to optimize and support the enterprise server environment
- Evaluates and tests system upgrades, installs or upgrades system software applications, troubleshoots hard/software related problems and monitors overall systems performance to ensure system upgrade objectives
- Performs system maintenance activities, including monitoring parameters, maintaining security/quality assurance and controlling access
- Responds to user requests and system operation issues, provides assistance to programming and operations personnel in the utilization of software and resolution of user/systems problems
- Prepares and presents status reports and technical presentations to various audiences
- Participates in mentoring/training of other IT Systems Engineers and develops documentation for user problem-solving issues, including system and user manuals
- Maintains applicable application system backup and disaster recovery procedures
- 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: Graduation from an accredited college or university with an associate's degree or sixty (60) college hours in computer science, mathematics, statistics, industrial engineering, telecommunications or other related fields; and two (2) years of progressively responsible experience in enterprise class systems analysis and/or systems administration, supporting infrastructure- type applications utilizing applicable products, techniques and devices; or possession of a current industry-accepted certification within one year of hire date in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent, for the past two (2) consecutive years in addition to three (3) years of current experience in maintenance and administration of enterprise class server systems; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of an Enterprise Infrastructure Applications and Systems, principles and practices of backup policies, high-level troubleshooting methods used with information systems and infrastructure-type applications; considerable knowledge of operational characteristics and capabilities of applicable systems management applications; considerable knowledge of various enterprise-level solutions; considerable knowledge of personal computers, server hardware and Storage Area Network; and good knowledge of basic-level scripting and virtualization.   Ability to troubleshoot and analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions and effectively resolve problems; ability to clearly communicate both verbally and in writing with all levels of customers; ability to document advanced technology information in a succinct and understandable format; ability to train and mentor others; ability to perform as technical lead with a high level of confidence in leading projects to completion without outside technical support; ability to perform basic scripting; and the ability 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.   The applicant must possess a professional level of skill 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; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of an appropriate server certification (options indicated above) for the Manufacturer of the City's Server and Data Communications equipment must be obtained within one year of hire date; and possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on call, after-hour support for assigned production systems.

Class Code: 2510
EEO Code: E-02
Pay Code: IS-36

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective Date: March 19, 2013