



JOB TITLE:	SENIOR SYSTEMS ENGINEER	DIVISION:	DISTRICT – INFORMATION SYSTEMS
REPORTS TO:	SENIOR INFORMATION SYSTEMS MANAGER	EEO CATEGORY:	02 - PROFESSIONAL
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general supervision of the Information Systems Manager, this position maintains the information technology environment of the District. The Senior Systems Engineer’s role is to ensure the stability, integrity, and efficient operation of the in-house and cloud information systems that support core organizational functions. This is achieved by designing, implementing, monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. The Senior Systems Engineer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IS systems investments.

Position functions as Level III support. This individual will also mentor and provide guidance to the Senior Systems Administrator staff with the potential to supervise these staff.

Essential Responsibilities

- Collaborate with staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes
- Work with executive team members, decision makers, and stakeholders to define business requirements and systems goals, and to identify and resolve business systems issues
- Design and deploy new applications and enhancements to existing applications, software, and operating systems
- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions
- Conduct research on software and systems products to justify recommendations and to support purchasing efforts
- Interact and negotiate with vendors, outsourcers, and contractors to secure system-related products and services
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems



- Propose and create system design models, specifications, diagrams, and charts to provide direction to system administrators and applications teams
- Design and perform server and security audits, system backup procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies
- Integrate servers, including database, e-mail, print, and backup servers and their associated software into enterprise systems
- Ensure system connectivity of all servers, shared software, groupware, and other applications
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records
- Ensure compatibility and interoperability of in-house computing systems
- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems
- Monitor and test system performance; prepare and deliver system performance statistics and reports
- Provide orientation and training to end users for all modified and new systems
- Provide guidance and assign tasks to Senior/System Administrators
- Installs, configures and maintains new and/or upgraded operating systems, applications, network and client protocols and software, mainframe access and emulation, remote access, other software, including applications unique to the department
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service
- Performs additional related duties as assigned
- Regular and reliable attendance and performance are required

Required Knowledge, Skills and Abilities

Working knowledge of:

- Systems planning, security principles, and general software management best practices
- Understanding the organization's goals and objectives
- Applicable data privacy practices and laws
- Good project management skills
- Microsoft Operating Systems up to and including Windows 2016 Server and Windows 10
- VMWare technology i.e. VSphere, VCenter, NSX
- Citrix XenApp, XenDesktop, and Netscaler
- Microsoft Exchange 2013 and Microsoft Office Suite
- Storage platforms specifically SAN, NFS Converged
- Linux servers
- Proxy servers, firewalls, mail spam servers and VPN servers



Ability to:

- Oversee the design, development, and implementation of software systems, applications, and related products
- Demonstrate excellent written, oral, and interpersonal communication skills
- Conduct research into systems issues and products as required
- Communicate ideas in both technical and user-friendly language
- Be highly self-motivated and directed, with keen attention to detail
- Use analytical and creative problem solving
- Prioritize and execute tasks in a high-pressure environment.
- Demonstrate strong customer service orientation
- Work in a team-oriented, collaborative environment
- Install and configure standard business and administrative software, including emulation software and protocol stacks
- Serve as back up for other positions in emergencies and vacations (as required)
- Follow the safety and health rules and safe working practices applicable to the job

Minimum Qualifications

Education and/or Experience:

- Bachelor's degree and 10 years of System Engineering/Administrating experience, associate degree and 12 years related experience, or 15 years related experience
- MCNE, MCSE. MCSA certification is a plus
- Desirable knowledge and experience:
 - Hardware, software and networking protocols utilized in LAN, WAN and related data communication systems, including fiber optics and peripheral equipment
 - Thorough knowledge of LAN switch and router management via telnet and web interfaces
 - Knowledge of router protocols and setup thereof
 - Thorough knowledge of TCP/IP communication
 - Knowledge of VLAN technology
 - Experience with basic Cisco IOS command
 - Experience with Fiber Switches

Required License:

- Must possess and maintain a current, valid California driver's license and satisfactory driving record. (Drives District vehicles to Bay Area facilities on a regular basis)

Physical Requirement:

Mobility to work in a typical office and computer room setting. Mobility and dexterity to install cables and other computer and network hardware. Strength to lift and move components weighing up to fifty (50) pounds. Vision to read printed materials and a computer screen. Color vision to distinguished between differing wiring and cabling components. Hearing and speech to communicate in person and over the telephone. Must be willing to work extended hours or called back in emergency situations. Must be willing to be on-call (for emergencies only) on a rotating basis.