

## MANAGER OF SERVER ENGINEERING

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology or the Division of Information Systems at Westchester Medical Center, is responsible for supervising and managing the installation, maintenance and relocation of servers and associated peripheral equipment. This process also includes the installation of all server operating systems and support software. Incumbents may be assigned to any work shift and provide support services to various departments/divisions utilizing automated systems. Supervision is exercised over subordinate technical positions. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises and manages the Server unit and schedules work assignments;

Trains staff, prepares staff evaluations, and schedules staff leave for review with Unit Director;

Administers server-related security and determines departmental standards;

Directs, coordinates and assists with the installation and relocation of hardware and software for servers, including assembly, configuration and transport, in accordance with established procedures and instructions;

Coordinates and performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Determines departmental standards and procedures for installation, security and maintenance of servers;

Ensures that servers and associated equipment are prepared for installation;

Modifies, updates or replaces internal equipment parts as required;

Lifts server equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Receives calls for maintenance and service and assigns staff to perform repairs;

Receives user calls regarding computer system related problems and assigns staff to resolve the problem;

Supervises, coordinates and performs diagnosis of failures to determine whether they are induced by software or hardware;

Develops and prepares server documentation, specifications, standards, instructions and user manuals as needed;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Notifies appropriate staff of software failures and provides computer diagnostics;

Maintains operating records and prepares operating reports;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of server software and hardware;

Assists with the preparations of departmental budget as relates to server systems;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Manages inventory of server and associated equipment;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the components, operation, maintenance and repair of server equipment; thorough knowledge of server installation, security and maintenance procedures; good knowledge of the principles and practices of supervision; good knowledge of data communications and basic electronics terminology; good knowledge of server communications software; skill and dexterity in the use of tools; ability to determine standards and procedures; ability to communicate with outside vendors on equipment and related problems; ability to speak, read, write, understand and communicate in English sufficiently to perform the essential duties of the position; ability to think logically; ability to supervise, plan, assign, review, and expedite the work of others; ability to train staff members; ability to comprehend very complex technical materials and understand complex wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand, carry out, and prepare written and oral directions; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree\* which included or was supplemented by 30 credits\* in computer science, information technology or closely related field and five years of experience (pre- or post-degree) where the primary function was in server administration, including the installation, operation, maintenance and problem-diagnosis of servers and associated equipment, which included or was supplemented by two years of management experience in a business environment; or (b) an Associate's Degree\* in computer science, information technology or a closely related field and seven years of experience as described in (a).

SUBSTITUTION: Certification on the Windows NT 4.0 operating system from a Microsoft Authorized Training Center, or certification on a UNIX operating system in either AIX, UNIXWARE, SOLARIS or LINUX, may be substituted for two years of experience in server administration.

SUBSTITUTION: A Bachelor's or Master's Degree\* in Management or a closely related field may be substituted for the two years of management experience.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.