

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. The incumbent also manages the physical environment, configuration and administration of physical and virtual server complexes. 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, storage systems and virtual server hosts, 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 and storage systems;

Coordinates activities with regard to server configuration in the data center or collaborates with data center staff to coordinate such activities;

Collaborates with other development, support and database staff to ensure that allocation of server resource corresponds to the application and data needs of users and user departments;

Oversees storage systems and ensures that data storage capacity is managed and planned in order to meet the needs of applications and databases of users and user departments;

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;

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

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;

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;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the components, operation, maintenance and repair of server equipment; thorough knowledge of virtual server concepts, configuration and maintenance procedures; 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 and management 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 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; ability to read, write, speak, understand, and communicate in English

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES (cont'd): sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five (5) years of experience (pre or post degree) where a primary function of the position was in server administration, including the installation, operation, maintenance and problem-diagnosis of servers and associated equipment, including or supplemented by two (2) years of supervisory or team leader experience.

SUBSTITUTIONS: A Bachelor's degree* in Information Technology or closely related field may be substituted for one year of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience. There is no substitution for the supervisory or team leader experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

NOTES:

1. *Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.
2. Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.
3. Experience on a home personal computer may not be used as a substitute for the aforementioned experience.