

SERVER ENGINEER II

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position located in the Department of Information Technology, Westchester Community College or in the Division of Information Services at Westchester Medical Center, is responsible for the installation, maintenance and relocation of servers and associated peripheral equipment. This process also includes the installation of server operating systems and support and application software. Incumbents may be assigned to any work shift and provide support services to various departments/divisions utilizing automated systems. This class differs from the lower level Server Engineer I in that the Server Engineer II is involved in project planning and systems integration issues; manages and configures “enterprise” level tools and applications which impact campus or county-wide operations as opposed to single entities; and manages projects from beginning to end, rather than separate elements or tasks of a project. This class is further distinguished from the Server Engineer I by the level of independence exercised in the performance of work assignments, the complexity of these assignments, and the advanced level of troubleshooting involved in finishing an assignment. Incumbents also regularly lead and guide other staff in the performance of more specialized assignments. While guidance and leadership is provided, supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Works on specialized, complex assignments relating to the Installation and relocation of hardware and software for servers, including assembly, configuration and transport, in accordance with established procedures, standards and instructions;

Works independently or with higher level manager on systems integration issues involving specialized hardware and software;

Monitors and makes adjustments to the server systems and parameters to optimize performance;

Administers, configures and manages tools and applications that operate on the “enterprise” level, affecting campus or county -wide operations;

Performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental policies;

Performs installation, configuration, testing and evaluation of server-related software and hardware according to manufacturer and departmental standards and procedures;

Coordinates installation, configuration and maintenance activities with personnel and vendors as needed

Prepares servers and associated equipment for installation;

Modifies, updates or replaces internal or external equipment parts as required;

Responds to maintenance service requests;

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

Administers security and maintenance on servers according to manufacturer and departmental standards;

Assists with the development and implementation of security standards and protocols to ensure systems are accessible only by authorized users

Documents configuration processes and settings, documents troubleshooting methods and activities; producing accurate and detailed documentation of both the hardware and incident handling methods, activities or actions;

Lifts 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 user calls regarding server-related problems and performs the appropriate action to resolve the problem;

In consultation with higher level managers, plans and assigns tasks to subordinate staff;

Performs diagnosis of failures to determine the specific causes of software or hardware problems;

Assists with the preparation of server documentation, specifications, instructions and user manuals as needed;

Notifies appropriate Information Technology staff of software or hardware failures and performs computer diagnostics;

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

Maintains operating records and prepares routine operating reports;

Manages inventory of server and associated equipment;

Informs supervisor as to the status of all operating problems;

Assists in managing inventory of server and associated equipment;

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

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

May train and schedule subordinate staff and evaluate their performance to inform management of employee progress;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operation, maintenance and repair of server equipment; good knowledge of server installation, security and maintenance procedures; troubleshooting skills; knowledge of data communications and basic electronics terminology; backup technologies and concepts of LAN/WAN networking components; knowledge of basic server communications software; skill and dexterity in the use of tools; ability to communicate with outside vendors on hardware, software and related problems; ability to think logically; ability to comprehend complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to assign and review the work of others; ability to communicate clearly, both orally and in writing; ability to move equipment and supplies; ability to understand and carry out written and oral directions; ability to use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) a Bachelor's degree in Information Technology or a closely related field and three (3) years of experience where a primary function of the position was server administration, including the installation, operation, maintenance and problem-diagnosis of servers and associated equipment or; (b) eight (8) years of experience as described in (a).

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years 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.

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.