

SYSTEMS ENGINEER I
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of the Systems Engineer III or other higher level engineer, an incumbent of this position, located in the Lower Hudson Regional Informational Center (LHRIC) of Southern Westchester BOCES, is responsible for the installation, operation, maintenance and relocation of servers and associated peripheral equipment. This process also includes the installation of all server operating systems, support and application software. This is the first level of the Systems Engineer series, and the incumbent performs hands-on installation, maintenance and support of servers and operating systems used by LHRIC and its member school districts. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK (Illustrative Only):

Installs and relocates hardware and software for servers and network operating systems, including assembly, configuration and transport, in accordance with established procedures, standards and instructions;

Performs periodic preventive maintenance and retirement of equipment in accordance with manufacturer recommendations and LHRIC policies;

Installs, configures and tests server-related software, including hypervisors and enterprise backup solutions according to manufacturer and LHRIC departmental standards and procedures;

Monitors and responds to potential issues with network operating systems, servers and network storage;

Responsible for logging and responding to server and operating system related incidents using Enterprise Service Desk software, and performs the appropriate action to resolve the problem;

Documents configuration processes and settings, troubleshooting methods and activities;

Responsible for the creation and maintenance of network documentation using industry standard productivity suites;

Provides support of cloud- based application solutions and e-mail systems;

Prepares servers and associated equipment for installation;

Modifies, updates or replaces internal equipment parts as required;

Performs standard server management procedures, including security, according to manufacturer and LHRIC standards;

Performs lifecycle management of relevant systems including inventory, asset identification, documentation and asset retirement;

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

Supports and maintains user account information, including rights security and system groups;

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

Deployment and testing of client images and software packages;

Informs supervisor regarding the status of all operational issues and any necessary changes according to department change management process;

Manages inventory of server and associated equipment;

May work with contractor and vendor-supplied personnel engaged in the installation, maintenance and repair of server software and hardware;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operation, maintenance and repair of server equipment; working knowledge of data communications, backup technologies, network concepts and concepts of LAN/WAN networking components and client server systems and network sharing; working knowledge of network based printing and direct IP printing; working knowledge of deploying operating systems through imaging process; working knowledge of cloud application solutions; working knowledge of standard server installation, security and maintenance procedures; working knowledge of server communications protocols; working knowledge of directory services; familiarity with basic server communications software; skill and dexterity in the use of tools; troubleshooting skills; ability to communicate with outside vendors on hardware, software and related problems; ability to provide guidance and oversight to less senior technical titles; ability to think logically; ability to comprehend moderately complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment (up to 50 lbs.) 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 speak, read, write, understand and communicate in English sufficiently to perform the essential duties 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 one (1) year of experience that involved server administration, including the installation, operation, maintenance and problem-diagnosis of servers and associated equipment, or (b) six (6) years of experience as described in (a).

SUBSTITUTION #1: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to four years of the required experience.

SUBSTITUTION #2: Certification on the current Windows Server Operating System (or version immediately preceding) from a Microsoft Authorized Training Center, or certification on LINUX, may be substituted for six (6) months of the required experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

BOCES #2 (Lower Hudson
Regional Information
Center)
J. C.: Competitive
1b

Job Class Code: S1008