

SYSTEMS ENGINEER II
(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 troubleshooting complex systems integration issues and providing technical support for servers and operating systems used by LHRIC and its member school districts. This class differs from the lower level Systems Engineer I in that the Systems Engineer II is involved in identifying, analyzing and resolving operational issues; manages and configures “enterprise” level tools and applications which impact consortium-wide operations; and is further distinguished 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. The incumbent works independently or with a higher level manager to resolve systems integration issues involving specialized hardware and software. Supervision of subordinate staff may be an aspect of this position. Does related work as required.

EXAMPLES OF WORK (Illustrative Only):

Logs and responds to system issues in Enterprise Service Desk software and resolves or advises subordinate staff how to resolve them;

Performs root cause analysis on issues related to network operating systems, network storage and hypervisors involving specialized hardware and software;

Performs advanced troubleshooting and technical support for cloud based application solutions and e-mail systems;

Consults and collaborates with department heads and administrators on complex assignments relating to the installation and relocation of hardware and software for workstation and workstation users in accordance with established procedures;

Installs, configures, repairs, maintains and retires servers, storage and network operating systems;

Performs firmware and software operating system upgrades to servers, storage and hypervisors;

Assists with network design and deployment strategies for servers, network storage, hypervisors and end user devices;

Creates client images and software packages;

Manages inventory of servers and associated systems and performs preventative maintenance in accordance with manufacturer’s recommendations and departmental standards;

Manages network policies, profiles, and mobile devices;

Prepares and maintains network documentation through the use of productivity suites;

Administers, configures, and manages tools and applications that operate on an enterprise level;

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

Informs supervisor of operational issues and their completion status as well as any required changes according to the department change management process;

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

May plan and assign tasks to subordinate staff;

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, installation, operation, maintenance, and repair of physical and virtual servers; good knowledge of cloud application solutions, backup technologies, LAN/WAN networking components, client /server systems and network sharing; good knowledge of web server, IIS, domain controller and database server security; good knowledge of directory services; good knowledge of drivers and system compatibility on all operating system platforms; good knowledge of software and protocols for data communications and server communications; ability to troubleshoot complex Level 2 & 3 systems issues; ability to plan, assign and review the work of others; ability to provide guidance and oversight to less senior technical titles; skill and dexterity in the use of tools; troubleshooting skills; 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 communicate clearly, both orally and in writing; 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, Visio, 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 two (2) years of experience where the primary function of the position was server administration, including the installation, operation, maintenance and problem diagnosis of servers and associated equipment, or (b) seven (7) 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 (4) 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: At time of appointment, possession of a valid license, appropriate for the vehicle to be operated and issued by the New York State Department of Motor Vehicles. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

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

Job Class Code: S1009

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