

SERVER ENGINEER I

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology, Westchester Community College or 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 all server operating systems and support and application software. Incumbents may be assigned to any work shift and may provide support services to various departments/divisions utilizing automated systems. 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, including assembly, configuration and transport, in accordance with established procedures, standards and instructions;

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

Installs, configures, and tests server-related software according to manufacturer and departmental standards and procedures;

Documents configuration processes and settings, documents troubleshooting methods and activities

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 departmental standards;

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;

Responds to maintenance service requests;

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

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

Notifies appropriate staff of software and 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;

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

Maintains operating records and prepares routine operating reports;

Informs supervisor as to the status of all operating problems;

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

May manage 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 perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the components, operation, maintenance and repair of server equipment; knowledge of data communications, backup technologies and basic electronics terminology and concepts of LAN/WAN networking components; knowledge of standard server installation, security and maintenance procedures; 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 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 and supplies; ability to understand and carry out written and oral directions; ability to use computer application such as spreadsheets, word processing, calendar, email and database software; ability to speak, read, write, understand and communicate 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 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) six (6) 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.