ENGINEER I – SYSTEMS
(TECHNOLOGY SERVICES)

REQUIRED QUALIFICATIONS
- **Associate's Degree in information systems or related field, or an equivalent combination of education and experience**
- **One year experience supporting information systems activities including client-server, desktop, Internet, network and help desk functions**
- **Experience working in an educational environment preferred**
- **Must be able to attend and complete various training sessions to maintain knowledge of current technology and systems**
- **Possess a valid Florida Driver's License; if a holder of any other valid US state-issued Driver's License, agree to acquire a Florida Driver's License within thirty (30) days of employment, except in a case where accommodation is required**
- **Must be able to operate school board vehicles, when assigned, in accordance with operational procedures and School Board Policy 505**

REQUIRED SKILLS
- **Demonstrated ability to perceive and analyze issues and provide logical and workable solutions**
- **Thorough knowledge of computer based operating systems for both servers and clients**
- **Ability to establish and maintain working relationships with administrators, associates and the general public**
- **Ability to monitor, troubleshoot and maintain operating systems**
- **Strong written and verbal communication skills, including presentation skills**
- **Strong technology skills with demonstrated analytical ability**
- **Ability to work flexible schedules in a variety of environments**

REPORTS TO   Manager, Systems Engineering

SUPERVISES   Not applicable

POSITION GOAL

To provide the necessary installation, documentation, monitoring and maintenance to ensure that district related systems and platforms are properly managed

PERFORMANCE RESPONSIBILITIES

1. *Coordinate all required maintenance, backup and related activities for assigned operating systems.
2. *Maintain detailed logging reports to proactively detect possible unplanned system failures.
3. *Monitor and document system version levels and necessary upgrades and patches.
4. *Develop technical assistance guides for end users.
5. *Keep current with hardware and software technology through education courses and self-study.
6. *Provide teachers, administrators and district staff with technical support in use of technology.
7. *Serve as backup to other positions as assigned.
8. *Execute system test plans and document results.
9. *Provide research and data analysis for preparing and presenting statistical reports as requested.
10. *Serve as point of contact for help desk related support and training.
11. *May require being on call to resolve technical difficulties on a 24/7 basis.
12. Perform other related duties as assigned by the Manager, Systems Engineering.

**Denotes essential job function/ADA*

ADA CODES

Physical Requirements (physical conditions of a position)
A. Sedentary Work - Exerting up to 10 pounds of force occasionally and /or a negligible amount of force frequently to lift, carry, push, pull, or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Physical Activity (physical activities of a position)
A. Sitting - Resting with the body supported by the buttocks or thighs.
B. Finger Dexterity - Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm.
C. Talking - Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important spoken instructions must be conveyed accurately, loudly or quickly.

D. <u>Visual Acuity</u> - The power to see at a level which allows reading of numbers and text, operation of equipment, inspection of machines, etc.

<u>Working Conditions</u> (conditions the worker will be subject in a position)
A. <u>Indoors</u> - The worker is subject to inside environmental conditions. There is protection from weather conditions but not necessarily from temperature changes.
B. <u>Noise</u> - The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.