

**Job Summary:**

The job of Systems Engineer was established for the purposes of supporting enterprise server environments, functionality, and infrastructures for the Tulare County Office of Education (TCOE), remote sites, and Tulare County school districts (districts). This job reports job status to the Director of Information Systems or designee. This position will support TCOE in the day-to-day and project tasks associated with, but not limited to, the design, development, implementation, and support of physical and virtual server applications, devices, environments, and infrastructures (system).

**Essential Functions:**

- Analyzes and recommends professional development to ensure maximum operational status.
- Analyzes, designs, installs, configures, maintains, and supports enterprise-level systems for the purpose of creating an enterprise solution and forming an action plan.
- Analyzes, designs, installs, configures, maintains, and supports enterprise-level applications (Active Directory, antivirus, e-mail, etc.) for the purpose of keeping system operations available.
- Analyzes, designs, installs, configures, maintains, and supports internal and external enterprise-level system security to ensure data transmission, receipt, and storage integrity.
- Analyzes, designs, installs, configures, maintains, and supports the TCOE Disaster Recovery Plan to ensure the survivability and rapid recovery of physical and virtual servers, applications, and data.
- Analyzes, diagnoses, and predicts system problems to identify, troubleshoot, repair/replace, and test components and/or systems.
- Assists districts with system design for the purpose of enhancing district knowledge and facilitating the development of district systems that are compatible with TCOE systems.
- Configures systems for the purpose of installing, upgrading, and/or replacing system devices.
- Coordinates day-to-day and project tasks for the purpose of ensuring maximum operational status
- Coordinates ordering, equipment handling and installation procedures, and implementation of systems for the purpose of ensuring system availability and fiscal responsibility.
- Coordinates with and assists Information Systems team members in network, server, workstation, and/or peripheral support.
- Documents system configurations and devices for the purpose of creating a layout that would allow someone to repair or replace components of the system without having to spend an inordinate amount of time studying the system.
- Provides technical support, remotely or in-person, for TCOE activities and initiatives.
- Reports system status for the purpose of keeping the Information Systems staff abreast of any problems and/or solutions.
- Supports staff and end-users for the purpose of enabling efficient and proper use of servers, server appliances, server applications, and server functions.
- Trains staff and end-users on system usage for the purpose of utilizing any new system functionality.
- Travels to various locations throughout Tulare County using own vehicle for the purpose of providing technical and system support.
- Utilizes a ticket tracking solution for the purpose of keeping current status on day-to-day and/or project tasks.
- And performs other related duties as equitably assigned.

**Skills, Knowledge and/or Abilities Required:**

- **Skills to:**
  - Analyze operational projects and tasks to determine requirements, define timelines, and coordinate resources to ensure successful completion of the same;
  - Design, implement, configure, troubleshoot, and support backup and disaster recovery plans;
  - Design, implement, configure, troubleshoot, and support enterprise systems to ensure optimum efficiency;
  - Design, implement, configure, troubleshoot, and support enterprise systems security.
- **Knowledge of:**
  - Active Directory (Forest, Child Domain, DNS, Domains and Trusts, etc.);

- Application-level, logical, and physical security of physical and virtual infrastructures;
- E-Mail systems (Exchange, Gmail, Office 365, etc.);
- Enterprise virtualization applications, methodologies, and technologies.
- **Ability to:**
  - Advise school districts on system issues;
  - Analyze operational projects and tasks to determine requirements, define timelines, and coordinate resources to ensure successful completion of the same;
  - Communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting, or electronically;
  - Establish and maintain effective working relationships with those contacted in the performance of duties;
  - Introduce others to server technologies and identify professional development opportunities;
  - Keep management apprised of issues and recommend solutions for those issues;
  - Maintain records and keep documentation up-to-date;
  - Recognize trends in the system industry;
  - Setup and configure systems from the workstation to the data endpoint;
  - Travel in and out of county using own vehicle;
  - Work productively in a multi-tasking environment.

Responsibilities include: working independently or under limited supervision to achieve organizational and unit objectives using standardized practices and/or methods; leading, guiding, and/or coordinating others; and providing input for and operating within the departmental budget. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 70% sitting, 10% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

**Experience Required:**

- Five (5) years of system experience in an enterprise-level environment.

**Education Required:**

- Bachelor's degree in job-related area is preferred.
- Eight (8) years of verifiable job-related experience (System Administrator, Senior System Analyst, etc.) may be accepted in lieu of the Bachelor's degree.

**Certificates, Licenses, Clearances, Testing and/or Bonding Required:**

- Advanced system certification (MCSE, VCAP, etc.) desired.
- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Response.

**FLSA Status:** Exempt**November 2020**

This organization is an equal opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender, or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco – Free Workplace.

This organization requires a successful candidate to provide it with employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.