

CLASS TITLE: SYSTEMS ENGINEER III – SERVER SERVICES

PURPOSE OF THE CLASSIFICATION: Under direction maintains and supports the City's email system, Active Directory environment, core-server infrastructure, participating in server services projects and performing other related required duties.

ESSENTIAL TASKS:

- Provides primary support for Enterprise Infrastructure Systems and Applications
- Plans, tests, implements, operates and supports the City's enterprise infrastructure
- Develops project plans, schedules and cost/benefit estimates for enterprise information technology projects
- Works closely with other information technology staff, vendors and internal customers to optimize and support the enterprise server environment
- Develops software configurations to achieve optimum functionality of the operating system, prepares and updates user manuals and system documentation, troubleshoots and rectifies computer system problems and evaluates new soft/hardware and recommends needed changes
- Evaluates and tests system upgrades, installs or upgrades system software applications, troubleshoots hard/software related problems and monitors overall systems performance to ensure system upgrade objectives
- Performs system maintenance activities, including monitoring parameters, maintaining security/quality assurance and controlling access
- Responds to user requests and system operation issues, provides assistance to programming and operations personnel in the utilization of software and resolution of user/systems problems
- Prepares and presents status reports and technical presentations to various audiences
- Participates in mentoring/training of other IT Systems Engineers and develops documentation for user problem-solving issues, including system and user manuals
- Establishes and maintains applicable application system backup and disaster recovery procedures
- May perform as technical lead
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer sciences, management information systems or a business related field; and five (5) years experience supporting infrastructure-type applications utilizing applicable products, techniques and devices; or possession of a current certification in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent, for the past five (5) consecutive years in addition to seven (7) years of current experience in maintenance and administration of enterprise class server systems; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of an Enterprise Infrastructure Applications and Systems, principles and practices of backup policies, high level troubleshooting methods used with information systems and infrastructure-type applications; comprehensive knowledge of operational characteristics and capabilities of applicable systems management applications; considerable knowledge of various enterprise level solutions; considerable knowledge of personal computers, server hardware and Storage Area Network; and good knowledge of basic level scripting and virtualization. Ability to troubleshoot and analyze high-level, complex systems/infrastructure applications/issues, formulate sound concepts/solutions and effectively resolve problems; ability to clearly communicate both verbally and in writing with all levels of customers; ability to document advanced technology information in a succinct and understandable format; ability to train and mentor others; ability to perform as technical lead with a high level of confidence in leading projects to completion without outside technical support; ability to perform basic scripting; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. The

applicant must possess a professional level of skill working with computers, server hardware and applicable systems/networks/applications and related equipment.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a current certification in one of the following: Active Directory, Microsoft Exchange, Network/Application Infrastructure, VMware/Linux/Storage Administration or equivalent; and possession of a valid Oklahoma Class “D” Operator’s License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on call, after-hour support for assigned production systems.

Class Code: 2506

EEO Code: E-02

Pay Code: IS-44

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective Date: March 19, 2013