

## Middletown, CT Job Description

<b>Classification Title</b>	Systems Engineer
<b>Job Code</b>	
<b>Department</b>	IT
<b>Union Group</b>	Teamsters 671
<b>FLSA Status</b>	Exempt
<b>Pay Grade</b>	

### PURPOSE OF POSITION

The purpose of this position is to serve as project leader for technology infrastructure projects. be responsible forAdministers ~~maintain and maintaining the~~ system operating framework, which includesing all network and peripheral equipmentdevices, servers, workstations, operating systems, VOIP equipment, network ~~functionality~~functionality, security and; email systems. support, and act as project leader for all infrastructure projects. The position reports to the Director of Information Systems.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- ~~Monitors all activities of network facilities; executes testing and analysis of all elements of the network facilities including software, power, communications, lines and terminals.~~Manages daily support requests. Provides high level problem resolution.
- ~~Ensures networks are secure and resolves issues with security breaches.~~Utilizes enterprise level tools for ongoing management and maintenance of software applications. Distributes new and updates existing software.
- ~~Provides reports for network performance and utilization and troubleshoot problems with the networks; and coordinates the implementation and use of all Internet, Intranet and Extranet activities.~~Provides hardware configuration, installation, testing, upgrades and training.
- ~~Responsible for the configuration and operation of all networks; research on problems or errors within the networking system and subsystems and recommend solutions for recovery or repair.~~Plans and designs network infrastructure and enterprise network solutions. Conducts short and long term planning to meet network requirements. Assesses network performance to ensure present and future needs are met. Monitors bandwidth capacity requirements.
- ~~Maintains integrity of all network configuration and parameters and the backup and restoration operations of the same.~~Ensures planned testing activities are performed

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and technical criteria are met to validate backup and restoration operations for disaster recovery.

- ~~• Responsible for all network component maintenance; performance of diagnostics on a routine basis to identify deficiencies in the network.~~
- ~~• Researches and analyzes software and hardware. Recommends software implementations or hardware changes to rectify network deficiencies or enhance performance.~~
- ~~• and makes improvements to configurations to achieve operating efficiencies.~~
- ~~• Troubleshoots wide area networks, local networks, servers, routers and switches. Diagnoses and resolves network problems.~~
- ~~• server and client systems, hardware and software troubleshooting; Microsoft server administration including DHCP, DNS, RRAS, IIS, and SQL; CISCO Router configurations and CISCO firewall setups; maintenance and management of SQL databases; and installation and support of Citrix software.~~
- ~~• Supervises the use of the Microsoft Exchange email system. Including all security and business continuity issues. Setup user email policies, insure system backup, maintain email database consistency.~~
- ~~• Assists in the selection of vendors to provide professional services.~~
- ~~• Attends meetings as required.~~
- ~~• May assist in the supervising of staff.~~
- Perform other related duties as assigned.

### MINIMUM JOB QUALIFICATIONS

#### Education and Experience

Bachelor's Degree in Computer Science, Business Administration or Public Administration and at least Telecommunications Engineering, Network Engineering, Electronic Engineering, Computer Engineering and six (6) years of experience in the installation and support of LAN and WAN technologies and/or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Position requires experience within the administration of a Microsoft Exchange email

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~~environment with more than 200 users as well as experience with various communications routers, switches, hubs, firewalls and related protocols, network design, deployment and troubleshooting. Thin Client or Server-Based experience using Citrix or Microsoft products, required.~~

Appropriate education substitutions can be made.

### Other

- ~~• Position requires a valid Connecticut Driver's license.~~

### PREFERRED QUALIFICATIONS

~~Master's degree in Computer Science, Business Administration or Public Administration, experience with various communication routers, switches, hubs, firewalls and related products, network design, deployment and troubleshooting and Cisco and Microsoft Certifications.~~

### KNOWLEDGE, SKILLS, and ABILITIES

- ~~• Requires the a~~Ability to perform mid-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and oversee the execution of these decisions.
- ~~• Requires the ability to provide first line management. Ability to persuade, convince and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.~~
- ~~• Requires the a~~Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as requests, technical publications and bulletins, plans, reports, documentation, agendas, policies, inventories, specifications, procedures and non-routine correspondence.
- ~~• Requires the ability to communicate orally and in writing with the Department Director, all City computer users, other department heads, public officials, consultants, vendors and colleagues.~~Knowledge of various hardware platforms and application programs
- ~~• Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical~~

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~~operations with fractions, algebra and descriptive statistics.~~ Ability to troubleshoot a wide variety of issues

- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities

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- ~~Ability to S~~satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

### PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, network servers and equipment, communications equipment, mainframe, computer systems, printers and peripherals, mechanical tools, diagnostic instruments, and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work but which may involve some lifting, carrying, pushing and pulling of objects weighing up to sixty pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.

### WORKING CONDITIONS

*The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ~~Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

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Position requires stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling and lifting.

*The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

<b>Date created:</b>	03/16/15
<b>Dates revised</b>	