PENN MANOR SCHOOL DISTRICT

TITLE	Systems Engineer	**DATE**	3/6/17
REPORTS TO	Technology Director	**APPROVED**	3/20/17

JOB SUMMARY   The Systems Engineer serves as the support lead for district servers, network infrastructure, and district software applications. The Systems Engineer configures, designs, maintains, troubleshoots, and repairs server hardware and network services in a complex mixed platform, mixed vendor environment. This position interfaces with staff and faculty on a continual basis and requires a high degree of interpersonal skill and human relations ability. All job functions are to be executed with high quality customer service. Customers include staff, teachers, students, parents and community members. Examples demonstrative of high quality service may include, but are not limited to prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Configure, design, install, repair and manage Windows and Linux file/print/application servers, building switches, wireless systems, video/voice systems, mobile devices, structured cabling, and network-based applications.

2. Maintains and monitors district servers and network infrastructure to ensure high-levels of system availability for students and staff

3. Maintains an efficient, secure, and stable network via security monitoring, backup management, and system software patches

4. Build and maintain an environment involving continuous integration, containers, version control systems, and infrastructure as code.

5. Build, upgrade, maintain and troubleshoot highly-available Linux and Windows server infrastructure in a containerized and virtualized environment.

6. Designs and develops methodologies for district-wide client device deployment, management, security, and support.

7. Provides second tier technical troubleshooting and problem resolution support for technology team staff; Leads technical trainings for Technology Specialists.

8. Manage staff/student access privileges and security credentials across servers and network systems.

9. Maintain technology inventory, documentation and record keeping.

10. Provide support for building and district websites, Intranet and faculty websites.

11. Attend workshops, read online and print publications, and observe other academic programs.

12. Perform other duties as assigned by the Technology Director or Leadership Team.

QUALIFICATIONS

Five years of enterprise technology support experience in a complex mixed platform environment is required.
Associate or Bachelor degree in technical related field is required.
Expertise in Linux and Windows server administration, enterprise directory structures, structured data cabling,
Familiarity with DevOps methodologies, configuration management, and automation
Technical certifications on Linux, Windows and/or network engineering are preferred.
Valid Pennsylvania driver's license and access to personal transportation required
Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the
Pennsylvania School Code)
Submission of a clearance report from the Pennsylvania Department of Public Welfare in Submission of
Federal Criminal History Record in accordance with Act 114 of 2006
Such alternatives to the above qualifications as the Board may find appropriate and acceptable

PHYSICAL DEMANDS Ability to reach above and below the waist
Ability to use fingers to pick, feel and grasp objects
Ability to lift and/or carry supplies and/or papers weighing no more than 50 lbs.
Ability to mostly sit with some walking and standing or moving throughout the work
environment

SENSORY ABILITIES Visual acuity
Auditory acuity

WORK ENVIRONMENT Normal school building environment
Subject to inside environmental conditions

TEMPERAMENT Must possess excellent interpersonal skills
Must be able to work in an environment with frequent interruptions
Able to make judgments and work under high level of stress

COGNITIVE ABILITY Ability to communicate effectively
Ability to organize tasks
Ability to handle multiple tasks
Ability to exercise good judgment
Ability to interpret, analyze, and problem solve detailed and highly technical
written and verbal communications

SPECIFIC SKILLS Must possess technology troubleshooting and support skills across a range of hardware, software, devices and operating systems

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)