SYSTEMS ENGINEERING SUPERVISOR

GENERAL RESPONSIBILITIES

Under the direction of the Coordinator of Technical Services (coordinator), the position is responsible for supervising and assigning the day-to-day work of the technical engineering team accountable for the maintenance of the division’s networking hardware, servers, and server operating systems that provide access to Internet and Intranet resources, and data storage systems. Work involves engineering of assigned systems for configuration, tuning or problem mitigation, assignment and management of resources to technology projects, as well as overall project management.

ESSENTIAL TASKS
(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Lead systems engineering team in all technical aspects; provide technical Project Management ranging from single system upgrades to enterprise wide projects.
- Schedule personnel on a daily basis to complete planned systems maintenance, such as ROM upgrades and systems health monitoring, as well as, unplanned work such as failed system remediation and recovery.
- Maintain, manage, and troubleshoot application and identity integration, virtual hosts and systems, cloud resources, and Active Directory.
- Assure routine checks are performed on critical systems to insure proper operation and minimize down-time.
- Provide daily reports of enterprise systems status to coordinator.
- Provide a weekly detailed report of personnel and technical systems performance.
- Provide weekly and ongoing reports of all engineering tasks and the status of projects to the coordinator.
- Provide input for annual evaluations on personnel assigned to the Systems Engineering group.
- Evaluate new technology and resources for future implementation in the VBCPS.
- Present and provide technical training for staff in the Department of Technology, as needed.
- Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of microcomputer hardware and software to include: Windows Server and Active Directory, Networking, Storage and backup systems. Ability to establish and maintain effective working relationships with associates; ability to work under time constraints; ability to organize and perform work independently; ability to perform lead role in technical work; ability to train staff to perform complex technical tasks; ability to prepare and maintain computerized records and systems; ability to meet the public effectively; ability to plan and supervise the work of others.

EDUCATION AND EXPERIENCE

Bachelor’s Degree and three (3) years of experience as a technical supervisor or manager, required. Certifications or equivalent experience in technical areas relevant to VBCPCS environment such as those listed hereunder are highly desired: Microsoft Certified Solutions Expert (MCSE), Microsoft Certified Solutions Associate (MCSA), Project Management, Visual Computing, VMWare, Cisco UC Design Specialist, or Cisco UC Support Specialist, etc. A comparable amount of training and experience may be substituted for the minimum qualifications.
PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various computer related devices and equipment. Significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling. Must have the ability to lift 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks

SPECIAL REQUIREMENTS

- Possession of a valid driver's license