PLANO INDEPENDENT SCHOOL DISTRICT
Job Description

Job Title: Senior Systems Engineer	**Wage/Hour Status:** Exempt
Reports To: Director Infrastructure Support Services	**Pay Range:** 838
Dept./School: Infrastructure Engineering	**Date Revised:** 04/15/2021

Primary Purpose:

This position has technical responsibility and accountability for supporting the District's enterprise systems infrastructure. Responsibilities include planning, designing, installing, configuring, maintaining, and optimizing servers, storage, switches, wireless access points, identity management, and virtualization environments while ensuring minimal downtime. This individual should be a self-motivated starter and perform tasks with little or no supervision.

Qualifications:

Education/Certification:

Bachelor's degree in a technical field or equivalent experience

Industry certifications with Cisco, Microsoft, or Dell preferred

Special Knowledge/Skills:

Knowledge and experience configuring and supporting LAN/WLAN environments

Knowledge and experience with Microsoft operating systems configuration and support

Knowledge and experience with Apple Macintosh systems configuration and support

Knowledge and experience maintaining and supporting backup and recovery systems

Knowledge and experience supporting disaster recovery/business continuity plans

Knowledge and experience maintaining and support Cloud Computing platforms such as Google Workspace and Office 365

Knowledge and experience configuring and supporting Chromebook connectivity

Ability to use network monitoring and management tools for troubleshooting networks and connectivity

Excellent verbal and written communications skills

Ability to manage multiple priorities effectively

Ability to maintain effective working relationships

Experience:

Minimum of five years of experience in a Systems Engineer/Administrator role supporting a large complex network environment

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Minimum of five years of experience with installing, configuring and supporting Windows Server 2012 and above

Minimum of five years of experience with Active Directory administration and support

Three years of experience with VMWare virtualization administration and support

Three years of experience supporting enterprise storage environments (SAN/NAS)

Three years of experience supporting Ethernet switches and wireless access points

Three years of experience supporting common network protocols (TCP/IP, DNS, DHCP, SMTP, HTTP, FTP, NTP, etc.)

Major Responsibilities and Duties:

Manage the enterprise systems environment of the District's technology program in such a way as to keep all solutions contemporary, cost effective, and achieving the stated goals and objectives of the technology plan.

Support integrated ITIL processes with incident, change, and problem management. Develops plans to resolve problems and prevent them from recurring; maintains service levels in accordance with SLAs. Ensures all system changes are well communicated, coordinated, and documented.

Responsible for the security of the enterprise network. Ensures proper tools, procedures, and measures are in place and maintained to prevent unauthorized access and malicious attacks.

Manage and support the enterprise server infrastructure including server provisioning, resource allocation, optimization, configuration, maintenance and support.

Manage and support the enterprise storage infrastructure in accordance with server and applications requirements and ensure high performance, high availability, redundancy, and failover.

Manage and support Active Directory services including design, configuration, synchronization, permissions, file and print, and identity management. Establish policies, procedures, and technologies to ensure standardization, performance, and secure access.

Manage and support cloud-based solutions and services including Google Workspace, Microsoft Office 365, and fax solutions.

Manage and support end-user connectivity solutions including configuration and installation of Ethernet switches and wireless access points.

Ensure DR/BC plans are maintained and up-to-date. Design and implement procedures to ensure that backup of all systems are performed on a regular basis; test and restore data as needed. Deploy and maintain UPS systems to increase system availability.

Manage network growth and capacity planning. Proactively monitor system health and provide performance statistics and reports. Utilize network management tools to properly diagnose and resolve network issues.

Perform project management functions as required related to technology initiatives including requirements analysis, documentation, task scheduling, and execution.

Maintain up-to-date documentation, including diagrams, on all server and storage systems, services, and connectivity. Practice asset management and keep updated component inventories and related technical specifications.

Work collaboratively with campus personnel, departments, and leadership to define requirements and recommend appropriate technology solutions. Establish and maintain a high level of customer trust and confidence in the team's knowledge of and concern for educational and business needs.

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Lead with a continuous improvement mindset. Perform R&D, remain knowledgeable of emerging trends in technology/education, and keep abreast of innovative practices. Attain and keep current, relevant technology certifications.

Be customer service oriented and maintain a professional approach regarding all district matters.

Be adaptable and flexible in acceptance of changes in techniques or procedures

Follow all rules, regulations, and policies of Plano ISD and follow directives from supervisor

Follow attendance policy as assigned by supervisor

Perform other functions that may be assigned by the Administration and/or supervisor

Equipment Used:

Computer, scanner, printer, copier, calculator

Working Conditions:

Mental Demands:
Reading; ability to communicate effectively (verbal and written); maintain emotional control under stress; work with frequent interruptions

Physical Demands/Environmental Factors:
Frequent standing, stooping, bending, kneeling, pushing and pulling; prolonged use of computer and repetitive hand motions; occasional lifting up to 50 pounds

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Acknowledgement:

Any work related experience or additional education/training resulting in acceptable proficiency levels in the above-required knowledge, skills, and abilities may be an acceptable substitute for the above-specified education and experience requirements at the sole discretion of District Administration.

Approved By: W. Noel McBee,   Compensation Coordinator   **Date:**   04/15/2021

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. District administration and/or my supervisor has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates I understand and acknowledge my job description.

Employee Signature: **Date:**