

JOB DESCRIPTION

POSITION TITLE: Systems Engineer II, Email	JOB CODE: 446G
DIVISION: Strategy and Accountability	SALARY SCHEDULE: Technology Services
DEPARTMENT: Technology Services	WORK DAYS: 238
REPORTS TO: Director, Enterprise Services	PAY GRADE: Rank G (NT07)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for the successful completion of the tasks and deliverables within the Security & Email Services organization; responsible for the implementation, maintenance, and support of groupware systems; evaluates and recommends associated hardware/software solutions based on business requirements and user needs; responsibilities include providing technical leadership in the design, development, and promotion of selected groupware strategies; actively involved in engineering and deploying various groupware applications such as team collaborative computing, Internet email web access, Blackberry handhelds, document sharing, and next generation messaging solutions.	

REQUIREMENTS:

1.	Educational Level: Bachelor Degree (or equivalent experience) in Computer Science that provides the required knowledge and skills in current industry principles and practices of email administration; knowledge of DNS, spam and virus filters, and internet SMTP standards a plus
2.	Certification/License Required: Microsoft Certified Solutions Expert (MCSE - Messaging), Microsoft Certified IT Professional (MCITP - Messaging) or other relevant certification
3.	Experience: Minimum of four years in Microsoft Exchange system administration in a large enterprise level environment
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Reviews email system log files for anomalies and takes corrective action.
3.	Maintains and documents email hardware and software configurations.
4.	Troubleshoots email accounts (e.g. distribution lists, resources, etc.).
5.	Monitors and maintains District wide Microsoft Exchange email, RIM\Blackberry, and disaster/recovery system.
6.	Maintains and documents email reporting software.
7.	Assists in testing new Microsoft Exchange email and products such as Blackberry devices.
8.	Provides email data for end of month reporting.
9.	Maintains and documents email spam and anti-virus filters.
10.	Participates in the testing of plans to continue information systems functions in the event of a disaster that interrupts normal network operations.
11.	Participates in the testing, planning and documenting of email and Blackberry system patches/upgrades.
12.	Provides constructive feedback and commitment to continuous improvement in client- wide quality initiatives.
13.	Participates in the resolution of service requests form the Customer Care Center (CCC) within approved guidelines and timelines.
14.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
15.	Works well with others; self-motivated.

16.	Performs other duties as assigned by appropriate administrator.
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Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____