



EMPLOYEE NAME: _____

Revised: 5/07; 11/07; 1/08; 8/11; 10/12; 5/17; 6/18

JOB DESCRIPTION

POSITION TITLE: Systems Engineer II, Customer Care Center	JOB CODE: 446G
DIVISION: Strategy and Accountability	SALARY SCHEDULE: Technology Services
DEPARTMENT: Technology Services	WORK DAYS: 238
REPORTS TO: Team Lead, Customer Care Center	PAY GRADE: Rank G (NT07)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for the successful completion of tasks and deliverables established within the Enterprise Services Organization; demonstrates and delivers strong customer service to district end users; provides second-tier hardware, software, and network support via remote management; performs system administration tasks to include user password resets, access control, file system rights, and application access; proactively monitors networks to provide stable, dependable network services across multiple platforms; maintains LAN/WAN/wireless operations by working with network engineers to ensure timely problem resolution; and provides support and consultative services to end users in response to service requests.	

REQUIREMENTS:

1.	Educational Level: Associate Degree in Computer Science, Information Systems, or other related field, or equivalent work experience
2.	Certification/License Required: Microsoft Certified Technology Specialist (MCTS) certification or equivalent
3.	Experience: Minimum of 2-5 years of experience in network engineering and systems administration along with demonstrated working knowledge in help desk support with basic to moderately complex hardware and software support along with problem solving/troubleshooting; experience with help desk ticketing applications
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.	Monitors the status of network infrastructure (routers and switches) and servers using network monitoring tools taking appropriate action.
3.	Creates help desk service requests from telephone calls, email, and support site.
4.	Provides second-tier hardware and software support to CCSD end users via remote management and provides troubleshooting support to Customer Care Analysts.
5.	Acts as liaison between network services and field services.
6.	Recovers user files from backup.
7.	Performs system administration tasks to include password resets, user access control, file system rights, and application access.
8.	Provides remote support of Apple workstations and servers.
9.	Provides second-tier support of student testing process to include test deliver, test access, and test score recovery.
10.	Performs user and card access administration for the SMS (door badge) system.
11.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____