

EMPLOYEE NAME: _____

Created: 6/15;8/22

JOB DESCRIPTION

POSITION TITLE: Systems Engineer I, Field Services	JOB CODE: 446I
DIVISION: Technology Services	SALARY SCHEDULE: Technology Salary Schedule
DEPARTMENT: Field Services	PAY GRADE: Rank I (NT09)
REPORTS TO: Director, Field Services	WORKDAYS: Annual Administrative
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for the successful completion of the tasks and deliverables within the Field Services Department; assists in the administration of all software, license compliance, integration, mobile device integration and supervision, training and support for the District Lifecycle Management Department. The position would also be responsible for interaction with other 3 rd party vendors for consultation and support. Designs, installs, configures, maintains, and optimizes SCCM and Intune.	

REQUIREMENTS:

1.	Educational Level: Associate Degree in Computer Science, Information Systems, or other related field, or equivalent work experience
2.	Certification/License Required: Microsoft MD 100 certification or Microsoft MD 101 certification or equivalent
3.	Experience: 2 years of related work experience
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication; ability to thoroughly and accurately document policies and procedures

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.	Develops project plans for the District Lifecycle Management projects.
3.	Manages and maintains the current software management solution and the associated servers, consoles, and distribution points.
4.	Writes standard operating procedures (SOPs) and maintains content of current documentation for the network and system administration of the District Lifecycle Management implementation.
5.	Maintains and documents system configurations.
6.	Maintains and documents system access and control procedures.
7.	Manages system performance, taking action as appropriate.
8.	Participates in development and periodic testing of security processes as they relate to mobile devices.
9.	Provides direct consultation and support to projects or application developers in the areas of field services operations.
10.	Provides administration of all software packaging, deployment and installation.
11.	Researches, evaluates, and makes recommendations concerning new third-party products or industry trends which are related to the district Lifecycle Management and the impact of using such products.
12.	Provides next level software support for all Lifecycle Management team members, Technology Services field technicians and field service team leads.
13.	Provides constructive feedback and commitment to continuous improvement in client-wide quality initiatives.
14.	Participates in the resolution of service requests from the Customer Care Center (CCC) within approved guidelines and timelines.

15.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
16.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____