# COBB COUNTY
## SCHOOL DISTRICT

# JOB DESCRIPTION

| | |
|---|---|
| **POSITION TITLE:**  Systems Engineer III, Field Services | **JOB CODE:**  446F |
| **DIVISION:**  Technology Services | **SALARY SCHEDULE:**  Technology Services |
| **DEPARTMENT:**  Field Services | **PAY GRADE:**  Level F (NT06) |
| **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, mobile device integration and supervision, training and support for the district lifecycle management implementation. The position would also be responsible for high-level changes in Active Directory; interaction with other 3rd party vendors for consultation and support; provide district level management and support of iOS devices, integration tool creation and modification, and act as a communication conduit with other Technology Services departments.  Designs, installs, configures, maintains, and optimizes Microsoft's Active Directory, Absolute Manage and System Operations Manager products.

**REQUIREMENTS:**

| | |
|---|---|
| 1. | Educational Level:  Bachelor Degree in Computer Science or related field (or equivalent work experience) that provides the required knowledge and skills in current industry principles and practices of designing, developing, and managing enterprise-wide servers and operating systems |
| 2. | Certification/License Required:   Microsoft Certified IT Professional (Enterprise Administrator) or equivalent |
| 3. | Experience:  5 years of experience in network engineering and systems administration |
| 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. | Directs the activities of subordinate personnel in the Lifecycle Management team of the Field Services Department |
| 3. | Develops project plans for the district Lifecycle Management implementation |
| 4. | Manages and maintains the current software management solution and the associated servers, consoles, and distribution points. |
| 5. | Writes standard operating procedures (SOPs) and maintains content of current documentation for the network and system administration of the district Lifecycle Management implementation. |
| 6. | Maintains and documents system configurations |
| 7. | Maintains and documents system access and control procedures |
| 8. | Manages system performance, taking action as appropriate |
| 9. | Maintains historical records for the district Lifecycle Management implementation |
| 10. | Participates in development and periodic testing of security processes as they relate to mobile devices |
| 11. | Provides direct consultation and support to projects or application developers in the areas of field services operations |
| 12. | Provides administration of all software packaging, deployment and installation. |

| 13. | Researches, evaluates, and makes recommendations concerning new third-party products or industry trends which are related to the district Lifecycle Management implementation and the impact of using such products |
|-----|---|
| 14. | Provides next level software support for all Lifecycle Management team members, Technology Services field technicians and field service team leads. |
| 15. | Provides constructive feedback and commitment to continuous improvement in client-wide quality initiatives |
| 16. | Participates in the resolution of service requests from the Customer Care Center (CCC) within approved guidelines and timelines |
| 17. | Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC) |
| 18. | Performs other duties as assigned by appropriate administrator. |

Signature of Employee_____ Date _____

Signature of Supervisor _____ Date _____