

JOB DESCRIPTION

POSITION TITLE: Systems Engineer I	JOB CODE: 446I
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Enterprise Services	WORKDAYS: 238
REPORTS TO: Director, Enterprise Services	PAY GRADE: Rank I (NT09)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for the successful completion of the tasks and deliverables within the network operations organization; provides daily operations support and maintenance for network systems (including wireless); proactively monitors networks to provide stable, dependable enterprise services across multiple platforms; configures and troubleshoots computer networks; maintains LAN/WAN/wireless operations by working with network facility and hardware/software vendors to ensure timely problem resolution; maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.	

REQUIREMENTS:

1.	Educational Level: Associate degree or its equivalency required (2 years of exempt level experience = 1 year of college; combination of experience and education may be used to meet the degree requirement) in computer science that provides the required knowledge and skills in current industry principles and practices of designing, developing, and managing enterprise-wide communications networks for both voice and data
2.	Certification/License Required: Microsoft Technology Associate (MTA – Server, Networking or Security), Microsoft Certified Technology Specialist (MCTS – Server) or other relevant certification
3.	Experience: Minimum of 2 years of experience in network engineering and systems administration; preferred – 2 to 4 years of experience supporting the information technology requirements within the technology services division of the Cobb County School District
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.	Maintains and documents network configurations.
3.	Maintains and documents equipment maintenance schedules.
4.	Maintains and documents network access and control procedures.
5.	Manages network performance, acting as appropriate.
6.	Maintains historical records for network operations.
7.	Participates in the testing of plans to continue information systems functions in the event of a disaster that interrupts normal network operations.
8.	Participates in the periodic testing of security processes as they relate to the network.
9.	Tests software for network compatibility.
10.	Provides constructive feedback and commitment to continuous improvement in client-wide quality initiatives.
11.	Participates in the resolution of service requests from the Customer Care Center (CCC) within approved guidelines and timelines.
12.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center.
13.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____