Position Description

Job Title	SR. Systems Engineer
Department	Information Technology
Exempt/Non Exempt Status	Exempt

Scope of Work

This is a supervisory position that performs complex skilled work in the design, installation, configuration and maintenance of the City's computer hardware, software and security systems, including the development o network security and disaster recovery policies and procedures, and trains and supervises the IT staff in its provision of services in support of the City's technology goals and objectives.

Supervision

Received	IT Director, Technical Operations Manager
Exercised	Supervises up to five full time (or full time equivalent) employees

Essential Job Functions
The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

1. Leads the technical infrastructure team to meet the daily needs of the Department and its customers.
2. Ensures that all systems are working at optimal levels, offers support to application development department regarding new technologies and system requirements.
3. Manages the design, implementation, maintenance, development, security, and evaluation of infrastructure systems, including but not limited to Active Directory, Citrix, System Center, Storage, Vmware, Hyper-V, and Cloud Solutions, LANs, WANs, internet, intranet, security, wireless. LANs, WANs, internet, intranet, security, wireless and other systems.
4. Assists the Technical Operations manager designing and implementing strategic plans to ensure technical infrastructure capacity meet existing and future growth requirements.

5. Manages, monitors and maintains quality levels for the technical infrastructure network.
6. Analyzes system requirements and ensures that systems offer security and are effectively integrated with current applications.
7. Interacts with business units to assure that their IT needs are met.
8. Acts as lead technical support go-to and handles difficult troubleshooting tasks.
9. Works directly with IT Director to identify and implement new systems to efficiently support business functions in a cost-effective manner.
10. Determines needs and submits budget request for network/infrastructure equipment and equipment upgrades and/or replacements.
11. Assists the Director and Technical Operations Manager in preparing RFPs, bid proposals, contracts, scope of work reports and other documentation for infrastructure projects and associated efforts.
12. Performs routine preventative maintenance and monitoring on all servers and storage devices.
13. Assists the IT Director Technical Operations Manager in developing IT policies and procedures.
14. Ensures adherence to standard City methodologies.
15. Maintains accurate IT documentation.
16. Manages relationships and communications with vendors.
17. Performs analysis and makes recommendations regarding software and security products.
18. IT Project Management
19. Answers Help Desk phones and assists in resolving customer issues.
20. Serves on on-call rotation, requiring a pager to be carried.

Other Job Functions

- Serves on on-call rotation, requiring a pager to be carried.
- Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with a Bachelor's Degree in computer science, technical communications and internet operations, plus at least 6 years of experience in administering, designing, implementing and supervising a computer wide area network and related infrastructure including security (Master's Degree may substitute for 2 years of experience); or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	- The City's organizational goals and objectives. - ITIL and COBIT 5 Methodologies. - Service and application delivery. - All network security areas to ensure compatibility with new applications, technologies, control of user access, security and integrity of City data. - Knowledge of installation, configuration, troubleshooting and maintenance processes for software, hardware, networking and peripheral equipment. - The theory, operation, application and capabilities of automation systems, equipment and software. - Advanced infrastructure: Servers, SANs, VLANs - Personal computers and network operating systems - The principles of financial administration and the ability to apply them.

Ability to	- Train users in Office Word processors spreadsheets, desktop publishing and other database and operating systems and development tools. - Provide instructions and guidance on suitable assignments to computer operators and other City department users. - Exercise independent judgment and provide appropriate guidance on all matters involving City computer operations. - Work independently and make sound decisions in accordance with Department and City policies, regulations and procedures. - Develop policies and procedures instruction and training materials and written manuals for all IT operations, for use by City employees and other public users. - Produce long range comprehensive plans for technological projects that are in the best interest of the City's residents and within the City's budgetary constraints. - Recognize problems and take corrective actions; prepare policy and procedure changes for management approval. - Work with and maintain sensitive and confidential information. - Give instructions, make suitable work assignments and supervise the work of others. - Establish and maintain effective working relationships with high level officials, department directors, coworkers and the public. - Prioritize workload; manage competing deadlines and execute tasks under pressure and in emergency situations. - Work a variety of hours.
Skill in	- The installation and maintenance of a variety of computer systems, network servers and all related hardware. - All aspects of physical communications media, data communication protocols, and hardware. - Analyzing problems and developing and implementing appropriate solutions. - Project management. - Oral and written communications. - Public relations.

Necessary Special Requirements

ITIL; NIMS ICS ;on-call rotation; valid Wisconsin driver's license; ability to pass a criminal and financial background check.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus; prolonged visual concentration is required.

- While performing the duties of this job, the employee frequently is required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl.
- The employee may frequently be exposed to noise, electrical currents, heat, cold and other unpleasant or hazardous conditions.
- The employee must occasionally lift and/or move up to 50 pounds.