

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION**

ENGINEER I – CLIENT SUPPORT

FLSA STATUS: NON-EXEMPT – PAY GRADE: 19 - P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Engineer I – Client Support, serves as junior-level engineer ensuring equivalent availability and delivery of college-wide desktop, network, and telecommunications infrastructure to support on-campus and online student-centered services, faculty, and administration. This position serves at the campus support level on the Network Engineering Team and maintains daily operations and support for local area network, including implementation, testing, maintenance, customization, and repair of desktop, audio-visual, server application, and network systems. This position provides technical and operational support and coordinates activities related to providing college information via on-line and other electronic means.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Desktop Infrastructure:

Provides mid-level support and maintenance for all desktop computing and audio-visual related systems, functions, and applications, and other hardware, as directed. Supports and installs software applications and operating systems.

Network Infrastructure:

Provides junior-level support and maintenance for local area network (LAN), virtual collaboration, IP telephony, IP surveillance, wireless, and network access control systems. Configures and maintains campus switches, and related components, including cabling, VLANs, DHCP, network monitoring, and network security. Manages disaster recovery for campus LAN infrastructure. Handles endpoints, servers, applications, operating systems, network access control appliances, and network TAP hardware.

Server Infrastructure:

Provides junior-level design, support, and maintenance for campus servers, applications, and operating systems. Manages documentation, monitoring thresholds, alert notifications, and device group management.

Unified Communications and Collaboration:

Provides junior-level design, support, and maintenance for unified communications, unified messaging, and unified collaboration. Administers various aspects of IP telephony, such as phones, Jabber devices, mobile devices, and IP paging.

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End User Support and Documentation:

Provides end-user training, support, and documentation. Manages email correspondence and infrastructure documentation. Responds to and resolves help desk tickets and internal ticketing. Drawing and reading construction blueprints and creating construction specifications.

Asset Management:

Conducts asset inventory audits, surplus management, data entry, and documentation. Receives, audits, and handles surplus assets related to the IT team's equipment. Coordinates product replacements and upgrades.

Provides network and telecommunications support to college-wide end users to support student success.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Employee may serve in a lead capacity.

MINIMUM QUALIFICATIONS

Associate's degree in a related field from a regionally accredited institution and one (1) year of related experience, or High School Diploma/GED and two (2) years of related experience. Experience with structured cabling; switches, routers, and servers.

PREFERRED QUALIFICATIONS

Associate's degree with three (3) years of direct experience and familiarity with job related systems. Certification from CompTIA (A+ or Network+), or other Industry recognized IT credential. Experience with structured data cabling; switches, wireless, WebEx, and IP telephony; door access control systems; and IP surveillance systems.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

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Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 09/09

Revised: 11/29/23