

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

SYSTEMS ENGINEER IV

FLSA STATUS: NON-EXEMPT – PAY GRADE: 24 - P

**JOB FAMILY: INFORMATION TECHNOLOGY
JOB FUNCTION: BUSINESS SERVICES**

GENERAL STATEMENT OF JOB

The Systems Engineer IV ensures the stability, integrity, and efficient operation and delivery of the information systems and college-wide server infrastructure that support core organizational functions for on campus and online students, faculty, and administration. This position manages daily operations and support for centralized and campus-based servers, including testing, maintenance, troubleshooting, and customization. This position also oversees cloud-based services and their linkages to local services, provides planning and implementation for IT system enhancements, and coordinates activities related to the delivery of college information via on-line and other electronic platforms. This position serves as a point of escalation for technical issues, manages personnel and activities that support scalable IT solutions for the enterprise, and ensures the availability and optimization of enterprise systems.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Maintains business continuity for the enterprise and ensures system availability, data protection, and disaster recovery, and minimizes cybersecurity risks through audits, best practices, and proactive monitoring. Manages and monitors backups, replication processes, and internal/cloud antivirus systems to maintain data integrity.

Oversees and optimizes the performance of enterprise systems, handles user issues, and resolves complex technical problems across various infrastructure components. Resolves complex issues beyond Tier 1 and Tier 2 support to ensure end-user success across enterprise systems.

Supports, monitors, tests, and troubleshoots servers, storage, backups, cloud services, and a wide range of enterprise systems, including hybrid messaging (on-premise & O365), SharePoint, ID card, Pay for Print, collaborative network shares, imaging systems, Service Management Platform (JIRA) and Virtual Application Infrastructure.

Participates in the design, planning, and deployment of new enterprise systems, configuring servers, and integrating third-party solutions to meet organizational needs.

Recommends and schedules repairs, upgrades, and improvements for servers and systems, and manages OS and application deployment, updates, and system inventory.

Reduces system administration tasks by automating manual or routine tasks through the development of custom scripts and tools. Maintains the configuration and compliance of systems with the latest hotfixes/patches while maintaining end user availability.

Manages virtual server environments (Hyper-V/VMware ESX), Linux/Unix environments (Solaris/Red Hat), DFS servers, Citrix XenApp, server load balancing, and system administration tasks like Microsoft Direct Access and AD Group Management.

Maintains clear documentation, reviews workflows for efficiency improvements, and evaluates new technologies to enhance or replace outdated systems. Oversees and maintains documentation for enterprise imaging systems, campus-wide applications (IDMS, Pay for Print), and security tools such as the IT Administrator Password Vault.

Manages IT projects, collaborates with campus technicians, and optimizes infrastructure for cost-efficiency and user experience. Administers campus-wide application systems (e.g., IDMS, Student ID systems) and provides client support for server-related functions, and ensures optimal performance for faculty, staff, and students. Helps control costs by consolidating infrastructure where possible without impacting user experience.

Develops, deploys, and maintains the College-wide Identity and Access Management infrastructure, including provisioning and de-provisioning local Active Directory and Azure Cloud accounts, managing mailboxes, and troubleshooting Active Directory objects and policies to support departmental needs.

Provides information systems support for 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

Supervision may be exercised over assigned staff.

MINIMUM QUALIFICATIONS

Associate's degree in a related field from a regionally accredited college or university and two (2) years of directly related work experience in server administration, network troubleshooting, and data protection administration, or High School Diploma/GED and five (5) years of directly related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree in a related field from a regionally accredited college or university and three (3) years of directly related work experience in server operations, systems administration, computer hardware installation and maintenance, network troubleshooting, Exchange/SharePoint/Office365 and data protection administration, enterprise desktop support, and systems management

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.

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: 9/2016

Revised: 2/19/25; 5/27/25