FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION

ENGINEER III - SYSTEMS

FLSA STATUS: NON-EXEMPT – PAY GRADE: 22 - P

GENERAL STATEMENT OF JOB

The Engineer III - Systems reports to the Manager of Systems Engineering and serves to ensure equivalent availability and delivery of the college-wide server infrastructure in support for on-campus and on-line students and faculty, and administration. The Engineer III - Systems is responsible for daily operations and support for Enterprise Level, Centralized and campus-based servers, including, testing, maintenance and customization. The Engineer III - Systems also manages cloud based services and their linkages to local services. Employees in this classification oversee and coordinate activities related to providing college information via on-line and other electronic means. Positions provide technical and operational support for information systems required to provide on-line information. The Engineer III - Systems directs all of the personnel and activities for these associated functions.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Support, monitor test and troubleshoot servers, storage, backups, hosted cloud services and related services and systems.

Recommend and schedule repairs and upgrades.

Manage the following:
- Microsoft Exchange and Office 365 environments
- SharePoint Administration
- Imaging systems, internal and cloud hosted
- Microsoft System Center and Casper Systems to provide Server Health monitoring
- OS and application deployment and updates and maintain systems inventory
- IDMS, Student ID and Pay for Print systems
- Enterprise DFS Servers and Shares
- College-wide campus application systems
- Facilities department's, HVAC control and Energy Management systems
- Financial Aid Server and GED systems
- Mobile Device Management
- Google Search Appliance
- Security IMC Incident Management Database
- OS and Application packaging and deployment
- Enterprise Antivirus systems
- College-wide kiosks, payment stations and registration terminals.
- Citrix Xen App Environment
- SSL, DNS and Certificate Services
- IT Administrator Password Vault
- Microsoft Hyper-V and VMWareESX Virtual Server Environment
- Microsoft Direct Access Administration
- Microsoft AD Group Management

Provide client support for all server and server services related functions including supporting the campus-based technicians in their functions.

Provide Campus Support personnel training.

Participate in testing process through test review and analysis, test witnessing and certification of performance.

Has knowledge of community used concepts, practices and procedures within a particular field and continues to update this knowledge.

Document server, storage and processes.

DESIRED KNOWLEDGE, ABILITY, AND SKILLS

- Strong understanding of blade servers, server virtualization, storage area network and backup systems.
- In depth understanding of Microsoft Hyper-V.
- Thorough understanding of ADFS, LDAP, PKI, SSL, DNS, Group Policy administration and Certificate Services.
- In depth understanding of Citrix XenApp.
- Extensive understanding and experience in Microsoft Systems Center and Casper Administration.
- Extensive understanding and experience in Sharepoint, Microsoft Exchange and Office 365 Administration.

SUPERVISION RECEIVED

Supervision is typically received from a senior information technology administrator.

SUPERVISION EXERCISED

Employee may act in a lead capacity.

MINIMUM QUALIFICATIONS

Associate's degree in a related field from an accredited college or university and two (2) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree with three (3) years of direct experience and familiarity with job related 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.

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: 7/15