

## Job Title: **SYSTEMS ENGINEER**

### SUMMARY

Works from specifications to design, develop, test, and modify computer hardware and peripheral equipment as well as implement and support software operating systems.

### ESSENTIAL FUNCTIONS

- Acquires thorough understanding of business areas supported to determine specific business requirements.
- Analyzes moderate to complex systems and software requirements to determine feasibility of design.
- Evaluates interface among hardware, software, operational and performance requirements.
- Troubleshoots technology problems and coordinates resolution with appropriate groups, including vendors.
- Evaluates, installs, and configures 3<sup>rd</sup> party utilities to support the management of the operating systems and hardware.
- Studies existing data systems to evaluate effectiveness; develops new, or modifies current systems to improve processes by using new technologies.
- Codes, tests, debugs, documents, installs programs, maintains programs, and provides training.
- Determines and plans layout of new or modified computers and peripheral equipment.
- Designs and implements testing methodology; prepares and maintains documentation.
- Installs and monitors software system, hardware and peripherals to ensure operation in accordance with specifications.
- Participates in the preparation of proposals and recommendations for management and users.
- Reviews and defines work plans and is expected to meet budget and schedule commitments.
- Participates in the development of training manuals for the use of new or modified equipment, operating systems and software.
- Applies current technology or researches and acquires new technical knowledge to complete moderate to complex projects, and may advise others on current issues and designs.
- Participates in department and interdepartmental project teams and may work cross-functionally to improve processes within the organization.
- Functions as a liaison with users and management.
- Help Desk support for troubleshooting problems and routing help desk tickets.
- Works in the Data Center executing commands using a documented procedure and checklist.
- Maintains satisfactory attendance, to include timeliness.
- Responsible for understanding and complying with applicable quality, environmental and safety regulatory considerations.

- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

## SUPERVISORY RESPONSIBILITIES

N/A

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## MINIMUM QUALIFICATIONS

- Bachelor's degree plus 3 years information systems experience reflecting increasing levels of experience;

OR

High school diploma or State-issued equivalency certificate plus 5 years of information systems experience reflecting increasing levels of responsibility;

OR

Bachelor's degree in Computer Science, MIS, Math, Engineering or Business Administration plus 1 year of information systems experience.

- Required to work weekends, holidays, and overtime when necessary.
- Required to be on-call for remote or on-site after hours work.
- Experience administering Linux operating systems.
- Excellent troubleshooting skills.
- Ability to solve practical problems and dealing with a variety of concrete variables in situations where only limited standardization exists.
- Possesses a basic knowledge of development toolset, development processes, and Quality Assurance methodologies.
- Ability to craft clear and concise documentation.
- Familiarity of the public cloud, AWS stack (CloudFormation, EC2, RDS, SQS, Route 53, S3).
- Familiarity with automation and configuration management using Ansible, Puppet, Chef, Terraform, or Salt.
- Good communication skills.
- Required to lift or move up to 75 pounds.

## PREFERRED QUALIFICATIONS

- Bachelor's degree in Computer Science, Business Administration, MIS, Mathematics or Engineering plus 3 years of information systems experience reflecting increasing levels of responsibility;

OR

Bachelor's degree plus 6 years of information systems experience reflecting increasing levels of responsibility.

- Familiarity with VMware vSphere, SRM, vRA, vROPS, NSX and other virtualization products.
- Basic Knowledge of scripting technologies such as Python, Yaml, Golang, or Ruby.
- AWS CSA, Azure Architecture Certification or GCP certification.
- Knowledge of network computing; client server, and service-oriented architectures.
- Experience with various operating systems: Windows, or Linux.
- Strong Knowledge of networking concepts and protocols; TCP, IIS, load balancing, LAN/WAN.
- Flexibility to handle a variety of tasks related to DevOps tasks
- Experience reading, analyzing and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Experience writing reports, business correspondence, and procedure manuals.
- Experience effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Skilled at defining problems, collecting data, establishing facts and drawing valid conclusions.
- Experience interpreting an extensive variety of technical instructions in mathematical or diagram form and dealing with several abstract and concrete variables.
- Experience performing work that is difficult in nature, requiring frequent evaluation, originality or ingenuity.
- Experience resolving conflict by creating a win-win situation.
- Knows and applies the fundamental concepts, practices and procedures of this particular field of specialization.
- Experience investigating, learning and employing new technologies.
- Experience working in a factory environment.

## 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.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand and walk.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.