

Midland Public Schools - Job Description

TITLE: Systems Engineer *(updated January 2024)*

JOB SUMMARY: Under the supervision of the Manager of Development and Operations, this person performs server, network, security, and telecommunications related technical support for the District including routine server management, network management, archival support, telecommunications support, and expert support for technicians.

REPORTS TO: Manager of Development and Operations (DevOps)

TERMS OF EMPLOYMENT: Manager Handbook

Full year / 260 days / Full time

Hours during summer and school breaks may vary, as determined by district administration

Wage Range: \$47,488 - \$55,869

EVALUATION: Annually until reaching maximum; refer to Manager Handbook

POSTING DATES: May 14, 2024 – May 27, 2024

QUALIFICATIONS:

- Education:
 - Required: Associate degree in Computer Science, Information Technology, or related field
 - Equivalent combination of education and experience considered.
 - Required: PowerShell experience.
 - Preferred: Bachelor degree
 - Preferred: A+, ITF +, Network +, Security +, Server +, Linux +, Microsoft MCITP, or Google Certified Administrator certifications.
- Experience:
 - Preferred: Minimum of two years of related experience in Information Technology in a complex, multi-location organization.
- Demonstrated Technical Skills
 - Advanced level computer skills and knowledge of specialized position specific systems and procedures and related computer programs
 - Ability to manage tasks that are multiple and diverse with some interrelationship across functional areas
 - Ability to perform duties within the scope of school policies, procedures, and objectives
 - Use judgment to achieve results when faced with an ambiguous situation
 - Exercise independent judgment within accepted school practices and guidelines
 - Ability to troubleshoot highly sensitive or confidential issues
 - Ability to write reports, business correspondence, and procedure manuals
 - Ability to perform highly complex and technical tasks with significant impact in a fast-paced environment
 - Ability to prepare and analyze reports, make presentations, and maintain records
 - Public Relations Skills: Ability to relate to school aged children, parents, teachers, and members of the community
 - Possess well-developed problem solving skills

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- Possess sound, independent judgment, including handling of confidential matters
- Ability to adapt to changes in plans or activities on short notice
- Pass background check

ESSENTIAL FUNCTIONS:

- Provide expert level support for Support Services
- Participate in daily stand-up meetings and periodic scrum review meetings
- Enter, update, and close help desk tickets in the District service management system for reference and quality control purposes
- Contributes to the District knowledge management system by adding and modifying FAQ items to provide more self-service options for support.
- Contributes to the accurate maintenance of the District technology inventory
- Manage Linux and Windows-based servers
- Manage VMware ESXi and vSphere environment
- Maintain SAN storage
- Manage Office 365 and G-Suite tenants
- Provide integration support to, and collaborate with, other IT teams
- Manage cloud services
- Manage mobile devices
- Manage security and security services
- Manage daily archives
- Manage telecommunications systems
- Manage print services
- Successfully complete district assigned trainings, per established deadlines – job specific training will be provided as available
- Organize and prioritize tasks to meet deadlines
- Maintain an organized environment
- Communicate effectively with students, staff, and parents, verbally and in writing
- Establish and maintain effective working relationships
- Ability to work independently as well as with a team
- Fine motor skills and ability to lift up to 50 pounds unassisted, to lift and move equipment and supplies
- Able to stand or sit for long periods of time (up to entire shift as tasks require), as well as stoop, squat, bend, crouch, reach, kneel, and climb stairs frequently during the shift
- Able to ride in a vehicle, as necessary (e.g., training on occasion)
- Able to work indoors during all seasons/weather/temperatures as permitted

ADDITIONAL FUNCTIONS:

- Communicate effectively via district-assigned email on a daily basis as determined by supervisor
- Accurately complete electronic time sheets and absence reporting via time keeping system, per assigned deadlines
- Regular and reliable attendance
- Consistent and reliable performance of job responsibilities
- Perform other job responsibilities deemed appropriate by the supervisor/building administrator and/or Superintendent

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Midland Public Schools is an Equal Opportunity Employer. The district does not discriminate on the basis of race, religion, color, sex, gender identity, marital status, familial status, genetic information, age, weight, height, national origin, or disability.

The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment in the district.

District administration reserves the right to alter or amend job descriptions at any time. This job is not limited to any or all of the listed qualifications or functions.