Florida VirtualSchool

DEPARTMENT:	Information Technology	**REPORTS TO:**	Senior Manager, Infrastructure Services
JOB CLASS:	Systems Engineer	**PAY GRADE:**	38
EXEMPT STATUS:	Exempt	**DATE:**	06/20/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Systems Engineer coordinates the day-to-day, administration, troubleshooting, and maintenance of server systems throughout the enterprise. Specifically, the Engineer provides support and configuration for server systems upon which the packaged and custom applications of the enterprise are installed. The Systems Engineer supports enterprise-class server systems for a variety of business needs and challenges and communicates clearly with end-users, peers, and management, providing technical support and troubleshooting.

ESSENTIAL POSITION FUNCTIONS:

- Administer server systems to ensure their continued operations through physical inspection and proactive review of application logs and system consoles
- Research warnings, errors and reported issues to determine the root cause, prepare action plans, participate in peer reviews, and document, test and implement solutions
- Respond to requests and incidents in the designated queue of the problem management system
- Coordinate support and repair efforts with vendors and on-site personnel
- Implement new server systems according to documented plans and published change control processes
- Provide mentorship and training to technicians and promote an atmosphere of knowledge-sharing
- Develop recommendations for enhancing approaches for support services
- Develop and manage effective working relationships with other departments, groups and personnel
- Provide a minimum of weekly status report updates for current projects
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

Education/Licensure/Certification:
- Bachelor's Degree in computer science, information systems, or business; or equivalent combination of education and relevant experience
- Microsoft Certified Solutions Expert (MCSE) certification, preferred
- VMware Certified Professional (VCP) certification, preferred

Experience:
- Three years' supporting enterprise-class systems experience
- Three to five years' experience in deploying and maintaining routers, switches, or wireless devices
- Three to five years' experience in deploying and maintaining firewall systems
- Two to three years' experience in deploying and maintaining cloud servers, web applications, database, or analytics platforms
- Three to five years' Microsoft operating systems experience, preferably in 2003-2016
- Three to five years' Linux operating systems experience
- Three to five years' Microsoft operating systems experience, preferably in 2003/2008
- Experience with set up, configuration, and support of specific server systems including Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Human Resource Information Systems (HRIS)
- Experience with set up and configuration of applications utilizing Internet Information Services (IIS) in a Windows Server environment
- Experience with web and SQL server technologies
- Experience with .NET technologies (VB.NET/C#), preferred

Knowledge, abilities and skills:
- Strong interpersonal and customer service skills
- Excellent verbal and written communication skills
- Demonstrable skill set in server systems support and troubleshooting methodologies
- Ability to demonstrate initiative, exercise good judgment, and exhibit business savvy orientation
- Strong conceptual, analytical, judgment and communication abilities
- Thorough knowledge of current technology solutions for the Internet, hand held devices, personal computers, and networks
- Knowledge of RDBMS concepts, preferred

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps	*Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer*

supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience	*feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer*
INTERPERSONAL SKILLS *Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers*	FUNCTIONAL /TECHNICAL EXPERTISE *Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS *Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers*	CREATIVITY *Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"*
SELF KNOWLEDGE *Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions*	PLANNING *Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results*
ORGANIZING *Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner*	PROBLEM SOLVING *Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers*
DRIVE FOR RESULTS *Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals*	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

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