

**HRSD**  
**Position Description: Senior Systems Engineer**

**Section I. Position Reference Information**

a.	Department	Finance and Administration
b.	Division	Information Technology
c.	Position Title	Senior Systems Engineer
d.	Immediate Supervisor	Chief, Information Technology
e.	Work Center	CIS Building
f.	Grade	9

**Section II. Position Summary**

Under broad guidance, the Senior Systems Engineer is responsible for:

- a. Designing, configuring, maintaining and supporting the HRSD Wide Area Network (WAN) infrastructure
- b. Serving as subject matter expert in the research, identification, implementation and support of IT based solutions that meet HRSD business needs, goals and objectives
- c. Communicating the HRSD Mission, Vision and Values; provide long-term vision, strategic planning, and implementation of innovative programs to continually improve HRSD performance

**Section III. Examples of Position Duties**

- a. Researches, analyzes, evaluates and recommends new and existing technologies focusing on eliminating redundancy through integration and consolidation
- b. Supports and maintains desktop and network operating systems, commercial software applications as well as business/industry-specific proprietary software applications
- c. Establishes and maintains IT security and data integrity
- d. Participates in organizational initiatives with various teams coordinating and providing IT-related advice and assistance
- e. Provides recommendations to the Chief of Information Technology concerning IT enterprise resource planning, management and coordination
- f. Monitors and maintains effective IT asset management ensuring inventory accuracy and software licensing compliance
- g. Interprets and applies HRSD Mission, Vision, and Values to the assigned IT Team
- h. Communicates regularly with staff and Chief of Information Technology informally, in writing, one-on-one, and in meetings
- i. Implements improvements to processes, work methods and procedures
- j. Shares knowledge in order to build technical skills of others; supports a diverse work environment where differences are accepted; leads team decision-making
- k. Continues to build own technical and leadership skills
- l. Performs other duties as assigned

**Section IV. Position Contacts**

- a. Standing Committees, Boards, and Organizations  
Required
  - a) Member – Information Technology Division Quality Steering Team (QST)
  - b) Member – Customer Software design/implementation teams

b. **Internal Contacts**

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Chief, ITD	Exchange of information regarding daily operations, project management, issues of concern or other matters of importance to the Division's performance and organizational success	Daily
ITD Staff	Exchange of information relating to daily operations and special projects, coordination of maintenance and support tasks and project related work assignments and responsibilities	Daily
Individual Directors, Chiefs, Managers, Employees	Exchange of information and providing IT support & assistance as needed/requested	Daily
Middle Peninsula Staff	Connectivity and PC technical support	Weekly

c. **External Contacts**

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
IT managers and support staff of Municipalities served by HRSD	Coordination and collaboration related to projects involving data exchange and systems connectivity	Quarterly
Various Computer System Representatives and Consultants	Interactions range from casual sales/marketing communications to complex and intricate project-related planning sessions	Daily

**Section V. Position Accountabilities and Expectations**

- a. Compliance – Insures and enforces compliance with all software copyright and licensing laws and requirements for HRSD; ensures the security and integrity of network resources and data; complies with all procurement requirements
- b. Operations and Maintenance – Supports and maintains HRSD hardware and software in accordance with an established ‘Technology Refresh Plan’
- c. Financial Management – expenditures are justified and in alignment with Fiscal Year budget; budget proposals are aligned with HRSD priorities
- d. Process Management – Champions and manages the consolidation and realignment of IT related processes and functions which increase efficiency and/or enhance productivity across the organization
- e. Human Resources Management – Training and development is visibly supported; team environment is such that employees are treated with fairness, respect, and courtesy; other staffs are motivated to contribute ideas to improve quality and services
- f. Customer Satisfaction – Acts collaboratively in assessing, evaluating and providing IT support services within and across organizational business units so that customer needs are met
- g. Timeliness – Effectively manages IT projects, special assignments and overall workload in meeting established deadlines and project milestones; completes projects and tasks on time and within budget; completes all IT projects, assignments, milestones, and regular responsibilities within agreed-upon deadlines to avoid serious slippage of dependent/contingent initiatives insuring project success
- h. HRSD Competencies – Consistently demonstrates HRSD Universal Competencies

**Section VI. Working Conditions**

- a. Must be able to work at a middle manager level in a team-oriented culture
- b. Must be available to work overtime and/or unusual hours as necessary

## **Section VII. Physical Requirements**

- a. Must have the physical dexterity to accomplish the duties defined herein
- b. Must be able to perform light lifting (20-50 pounds)
- c. Less than 20% of work involves walking, climbing, standing, or bending

## **Section VIII. Other**

- a. Medical certification of physical requirements may be required
- b. Must be currently authorized to work for any U.S. employer

## **Section IX. Qualification Standards**

- a. Education
  - Required
    - a) Bachelors degree in Computer Science or related discipline, or acceptable combination of education and experience
    - b) Microsoft Certified Systems Engineer (MCSE) certification commensurate with HRSD's established standard (generally no more than one version behind current)
- b. Experience
  - 1. Required
    - a) Minimum of 5 years as a senior networking systems engineer including project management responsibilities, extensive customer/end-user interaction as well as supervisory experience with systems engineers and desktop support/help desk staff as well as designing and deploying enhancements and modifications within a multi-protocol, client/server, mid-tier, Wide Area Network (WAN) infrastructure
    - b) Exceptional technical knowledge and organizational skill in researching, planning and managing various IT projects and initiatives; ability to effectively communicate both verbally and in writing to convey technical information to technical and non-technical audiences; strong interpersonal, analytical, and problem solving skills
    - c) Experience working in a team environment both as a member and a leader; must possess a detailed understanding of automated systems hardware and software, best-practice policies and procedures as well as fundamental business principles and processes in an automated environment; functional knowledge of ACH and off-site payment/transaction processing
  - 2. Desired
    - a) Familiarity with Utility-specific enterprise applications including: SCADA, GIS, CIS, HMI, CMMS and other relevant automation technologies
    - b) Experience working with Microsoft ASP and .NET as well as PL-SQL Scripting
- c. Job-specific Technical Competencies
  - Required
    - a) Broad functional knowledge of computer hardware and software platforms, network topologies and solutions architecture including Microsoft Server/ADV Server 2000/2003/2007
    - b) Effective management of technical professionals, IT strategic planning, quality/process improvement and basic principles of business administration; basic knowledge of electrical circuits, power distribution, electrical code, network cabling standards

- c) Knowledge of RF fundamentals applying to wireless networking technologies, propagation characteristics and antenna installation techniques and practices
  - d) Ability to manage/maintain Cisco routers, switches, firewalls, VPN and VLAN connectivity; administration of current Windows desktop and server operating systems; management and administration of Unix and Linux servers (HPUX preferred)
  - e) Ability to troubleshoot TCP/IP errors/issues; configure and support Relational Database Management and connectivity via ODBC; manage and support enterprise email (MS-Exchange 2003 or current version), enterprise backup and recovery software, web filtering and email scanning software, Citrix Metaframe and current wireless networking technologies
  - f) Ability to make quick decisions based upon large amounts of information from multiple sources in order to protect the security and integrity of the IT infrastructure
  - g) Ability to visualize a conceptual image of a project, then develop a plan for its implementation, and execute the plan
  - h) Ability to manage a variety of complex tasks/projects simultaneously
  - i) Ability to use MS Office products at an advanced level of proficiency (e.g. LINUX, Windows, Desktop OS)
- d. Special Licenses
- 1. Required
    - a) Valid Driver's License from state of residence
    - b) Microsoft Systems Engineer Certification (current or no more than one version behind current)
  - 2. Desired
    - Cisco Systems certification
- e. HRSD Universal Competencies (see previous page)