



**Leadership • Collaboration • Support**

**JOB TITLE: Technology Systems Engineer**

**Classified Management Salary Schedule, Range 12**

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**DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY**

Under the supervision of the Director Information Services and Technology, serves as primary point of contact for server support along with Active Directory domain maintenance.

**JOB REQUIREMENTS AND QUALIFICATIONS**

- Possession of a valid California driver's license.
- Possession of a high school diploma or equivalent.
- A combination of five year's education and training which demonstrates the ability to perform the essential and marginal duties as described.

**ESSENTIAL DUTIES**

- Serves as a point of contact for higher level technology and information systems support requests using the helpdesk ticketing system.
- Receives and tags incoming server and storage hardware according to established purchasing and security practices.
- Deploys servers, storage devices and other associated hardware throughout the organization and ensures core operability following a deployment checklist.
- Assists customers in locating and using existing support resources, including online material, knowledgebase articles and existing documents or manuals.
- Receives, prioritizes, and coordinates work requests for technology support needs.
- Oversees Zendesk e-helpdesk. Provides Director, Information Services and Technology along with Chief Business Officer support metrics as requested.
- Builds, configures and updates virtualized, and physical servers used for storage, database services and special-purposes such as secure file-transfer and web services.

- Administers core functions of cloud-based information systems such as, but not limited to, Microsoft 365 and GSuite (Google Web-based productivity applications) for Education.
- Administers core functions of cloud-based collaboration systems used for meetings, videoconferencing, messaging, and voice communication. Administers audio-visual and conferencing technologies.
- Configures and administers data backup solutions, including policies, schedules, and retention.
- In collaboration with the Senior Network Engineer, performs basic administrative functions of associated on-premises technology systems, including intrusion alarm systems and video-surveillance systems.

#### MARGINAL DUTIES:

- May provide advice on technology purchasing best practices, including researching products to identify the best available purchasing options. This includes checking with other Information Services Technology (IST) team members regarding what technology purchases work well, and what do not, while balancing the needs of the customers of the IST department.
- Reviews software licensing compliance and makes recommendations to Director, Information Services and Technology.
- Performs routing and connectivity tests to verify network connectivity of devices following an established diagnostic checklist.
- Checks software versions and compatibility with organization standards.
- Assists in support of audio-visual equipment used in meeting and conference rooms as needed.

#### ABILITY TO:

- Communicate clearly and concisely, in person and in writing.
- The ability to interact successfully with other individuals on a personal basis.
- Learn new software applications and networking principles.
- Prioritize, organize, and schedule work assignments and projects.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.

- Travel independently to various agency sites located throughout Solano County along with traveling to hosted datacenter as needed.
- Research, integrate and implement new technologies.
- Maintain the confidentiality of privileged information.
- Analyze and resolve operational problems.
- Recommend and implement operational improvements.
- Manage projects and workflow for timely completion.
- Provide training opportunities and leadership to team members.

#### SUPERVISION RECEIVED

Employees in this classification receive general supervision within a framework of overall objectives.

#### SUPERVISION EXERCISED

None

#### PHYSICAL ACTIVITY REQUIREMENTS

This position requires a physical examination be taken and passed based on the physical requirements listed below:

##### Work Position (Percentage of Time):

Standing (35%)	Walking (30%)	Sitting (35%)
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##### Body Movement (Frequency):

None (0)	Limited (1)	Occasional (2)	Frequent (3)	Very Frequent (4)
Lifting – lbs. (0-40)		Lifting (3)	Bending (3)	
Pushing and/or Pulling Loads (2)		Reaching Overhead (3)	Kneeling or Squatting (3)	
Climbing Stairs (3)		Climbing Ladders (3)		