JOB DESCRIPTION

ORGANIZATION:	City of Lebanon	**LOCATION:**	Lebanon, OR
DEPARTMENT:	Information Technology	**DATE:**	May 2019
		JOB STATUS:	Non-Exempt
JOB TITLE:	Systems Engineer	**FLSA EXEMPT:**	No

PURPOSE OF POSITION: Manages and monitors computer systems and hardware. Installs, configures, test, and maintains operating systems, application software and system management tools. Manages and monitors email security posture and training. Ensures high level of systems and infrastructure availability. Performs various duties to support effective IT Department operation and administration. Provides technical support to other City departments and agencies.

ESSENTIAL JOB FUNCTIONS, DUTIES AND RESPONSIBILITIES: *The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include essential functions and responsibilities the incumbent may be expected to perform.*

1. Manage installations, upgrades, and configurations of hardware and software.

2. Design, test, implement, procure, install and maintain corporate virtual desktop VMWare infrastructure. Mentor team on virtual desktops and act as tech lead for virtual desktops.

3. Assist with recording and publishing to YouTube City Council stated meetings.

4. Administrate Office 365 for City and Fire including spam and malware security awareness and monitoring.

5. Design, test, implement, procure, install, troubleshoot and maintain camera systems, storage, and infrastructure.

6. Monitor and test application performance for potential bottlenecks, identify and propose possible solutions, and work with vendors and IT team to implement solutions and infrastructure upgrades.

7. Participate in the design of information and operational support systems.

8. Document work performed as well as new and existing workflows and tasks, to add to the department's existing knowledgebase for future cross-training.

9. Obtain purchasing quotes, create purchase orders, and maintain proper documentation to ensure invoices are promptly paid and coded. Will work regularly with Finance Department Accounts Payable and IT Director.

10. Track and review computer and server inventory to ensure adds\changes\deletes are properly accounted for.

11. Maintain an accurate inventory of network storage, cameras, and workstations.

12. Act as primary point of contact for camera related issues on the network.

13. Configure, maintain and use Microsoft Deployment Toolkit, PDQ Deploy, PDQ Inventory, PowerShell, and other automated system deployment tools for end user workstations (physical and virtual).

14. Manage and maintain systems and code needed to keep automated workstation deployment software and drivers up to date and functioning properly.

15. Perform end user remote software installations and updates.

16. Procure\update\manage cell phones and modems (e.g., CradlePoints).

17. Regularly review, procure and test new technology both local and cloud to determine future use by City.

18. Work with IT Director to control costs and budget regarding IT systems.

19. Assist with vendor contract management.

20. Help develop IT policies and procedures.

21. Liaise with vendors, IT, and end users for problem resolutions.

22. Plan, design and implement data center solutions including storage configurations, power needs and networking.

23. Represent the City of Lebanon by responding to the public, citizens, its employees and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor.

24. Deliver the best service possible in a respectful and patient manner.

25. Operate a motor vehicle safely and legally.

26. Maintain regular attendance and adherence to working hours.

MANDATORY/MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:
1. High school diploma or equivalent.
2. Two years or more experience in an IT department.
3. Five years' experience supporting end users' computer and printer issues, or the equivalent combination of education and experience.

Licenses & Certificates:
1. Possess and maintain a valid Oregon operator's driver's license.
2. Possess and maintain CJIS security clearance within six (6) months of appointment.

DESIRABLE QUALIFICATIONS:
1. Previous experience in electronics, IP cameras, or audio.
2. Previous programming experience in a computer language such as R or Python.

3. Previous experience in Active Directory, Group Policy, Windows Servers 2012 R2 and 2016, Office 365 or PowerShell.
4. Experience managing, testing, troubleshooting, sizing and benchmarking virtual environments.
5. Ability to use and understand data center networked storage protocols such as SMB, NFS, and iSCSI as well as low level storage decisions including hardware RAID levels and VSAN.
6. Experience with video streaming protocols such as RTSP and RTMP, security device protocols such as ONVIF and power protocols such as POE and POE 802.3at.

KNOWLEDGE, SKILLS AND ABILITIES: *The qualities below reflect the working dynamic of the position.*

Knowledge of:
1. Proven work experience in installing, configuring and troubleshooting Windows and Linux based environments.
2. Solid experience in the administration and configuration of camera recording systems (e.g. Milestone).
3. Solid Office 365 experience.
4. Experience with virtualization and containerization (e.g., VMware).
5. Experience with monitoring systems.
6. Proficient in Windows 7 and 10 and possess the ability and confidence to provide excellent desktop\email\printer support to our end users.
7. General knowledge in the use of personal computer including word processing and specialized software; motor vehicle; phone, mobile or portable radio; copy and fax machines; sound or distance measuring equipment; and any other related equipment and tools.

Skill in:
1. Ability to talk on the phone and communicate with genuine interest and patience with end-users.
2. Problem-solving aptitude.
3. Organizing workflow and efficiency in the execution of assigned tasks.
4. Ability to manage, analyze, and implement new technology directives in a self-directed manner.
5. Working well in a team-centered environment.
6. Following verbal and written instructions.
7. Advanced typing and effective writing.

Abilities to:
1. Communicate effectively, both orally and in writing.
2. Establish and maintain effective working relationships with citizens, peers and supervisors.
3. Ability to handle multiple projects.
4. Utilize existing infrastructure and software to create designs for improved IT systems.
5. Handle stressful situations in a professional capacity.
6. Demonstrate patience and persistence on an extended phone hold and communicate with technical support staff for whom English may be a second language.
7. Proficiently and effectively read, speak, and write the English language.

WORKING CONDITIONS:
1. Position requires mobility, often requiring the employee to sit, stand, walk, climb, stoop, kneel, reach, and manipulate objects, tools or controls.
2. Duties involve moving materials weighing up to 25 pounds on a regular basis and may infrequently require moving materials weighing up to 60 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

SUPERVISORY RESPONSIBILITIES: This is a non-supervisory, non-certified position. Lead work/coordination of the work of others is a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly-assigned personnel.

SUPERVISION RECEIVED: Works under the direct supervision of the IT Director.

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Approved by City Manager   May 2019