



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Information Technology Senior Systems Engineer		
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential	
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified	
	<input type="checkbox"/> Faculty		
RANGE:	48		
HOURS PER DAY:	8		
HOURS PER WEEK:	40		
MONTHS PER YEAR:	12		
REPORTS TO:	Director of Information Technology or Designee		

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

The Senior Systems Engineer participates as a member of a technology team, focusing on the design, implementation, and support of systems, servers, peripherals, and network technologies. The Senior Systems Engineer analyzes, plans, designs, implements, maintains, troubleshoots and enhances large complex systems or networks consisting of a combination that may include virtualization, LANS, WANS, wireless technologies and the physical and logical components that integrate these systems together as an enterprise networking backbone. Serves as the senior technical architect and systems integrator for large complex systems or networks and is responsible for engineering and supporting standardized solutions that are reliable, scalable, manageable, secure and accessible.

Provide oversight to other subordinate Engineer staff or other technical staff. Serves as the lead technical person in a work unit. May provide consultation to other IT job classifications.

TYPICAL DUTIES

Essential Functions:

- Design, plan, test, implement and document complex enhancements to the IT infrastructure.
- Oversee the design and implementation of the District directory services.
- Provides guidance, leadership and mentoring to Systems Engineers and other IT staff. Supports and develops the technical expertise needed to meet long-term business needs.
- Coordinates between operations, applications and systems staff.
- Plans, organizes and supervises network and server operating systems, security and disaster recovery.
- Implements system software/hardware standards, upgrade procedures and maintenance activities to achieve the highest possible reliability, security, and accessibility of network systems and servers.
- Install, configure, upgrade, maintain, document and troubleshoot hardware. This includes, but is not limited to: switches, firewalls, VoIP, WiFi, and LAN/WAN connectivity.

POSITION DESCRIPTION**POSITION TITLE: Information Technology Senior Systems Engineer**

- Develops system, hardware and cost requirements and proposed time frames.
- Troubleshoots network hardware and operating problems, including but not limited to connectivity, internet access, electronic mail and file servers.
- Develops and maintains complete and accurate records pertaining to hardware, software, system, and network configurations, changes, outages and improvement plans.
- Establishes, monitors and ensures compliance with system standards and applicable regulations.
- Compiles data and performs analysis as directed.
- Stays abreast of advances in technology and keeps current on relevant technology changes.
- Works with all levels of faculty, staff, and student workers.
- May direct the work of other technical support staff.

Marginal Functions:

- Provides assistance and counsel to faculty and staff pertaining to their computing needs.
- Provides technical advisement and training of other staff members as necessary.
- Maintains inventory and related records of network and server hardware, software and licensing.
- Maintains logs and records related to the work performed.
- Participates in the establishment, enforcement and updating of network computing standards, policies, procedures, and use guidelines.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS*Knowledge of:*

- Requisite technical skills to perform essential and marginal job functions
- Operating principles and characteristics of LAN/WAN, telecommunications, WiFi, client server environments and personal computing hardware utilized by the College.
- Productivity, analysis, troubleshooting and utility tools for desktops, peripherals and servers
- Network operating systems, protocols, desktop operating systems and related applications and utilities.
- Methods and procedures of standardizing, securing, maintaining, and operating computers and peripheral equipment in lab and classroom environments
- Software License compliance laws and methodologies
- Security and business continuity (disaster recovery) planning and execution
- Troubleshooting, diagnostic techniques, procedures, equipment and tools used in computer and peripheral repair
- Technology documentation and presentation techniques
- Project management methods and techniques.

Ability to:

- Plan, schedule and perform simple and complex customer support activities (e.g. individual machine, lab or classroom environment) in an organized manner
- Perform skilled technical work in the installation, maintenance and repair of network,

POSITION DESCRIPTION

POSITION TITLE: Information Technology Senior Systems Engineer

telecommunications, computer equipment and peripheral devices

- Maintain current knowledge of technical advances in all areas of responsibility
- Prepare clear, concise and accurate system documentation and reports.
- Establish and maintain cooperative and effective working relationships with IT staff, members of the College community and outside contacts.
- Analyze networking systems and problems and develop new or modified solutions to meet changing conditions.
- Analyze network and telecommunication system requirements and select appropriate hardware and software solutions.
- Work independently and exercise sound judgment while meeting schedules and time lines
- Demonstrate interpersonal skills using tact, patience and courtesy
- Understand and carry out oral and written directions
- Direct the work of other technical support employees

QUALIFICATIONS

Education Required:

- AA degree with coursework in computer and network systems and technologies, plus substantial continued education and training in the Information Technology field, OR equivalent experience in the field.
 - Bachelor’s degree and MCSE certification preferred.
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Experience Required:

- Minimum of two years professional experience directly supporting networks and servers.
 - Four years experience with progressively higher responsibilities preferred.

Other Required or Preferred Qualifications:

- Demonstrated technical knowledge and ability to communicate clearly verbally and in writing.
 - Ability to produce and clearly explain LAN documentation preferred.

APPROVALS

Date Created/Revised: 01-08-15

Cabinet Reviewed: 08-19-14

Board Approved:

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)