



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Systems Engineer
Reports To: Technology Services Director
FLSA Status: Exempt
Prepared By: MiTech-BS
Approved By: Human Resources TZ
Prepared Date: 03/2016
Last Revised Date: 03/2016

Summary:

The duties of the Systems Engineer will be to work with SW MiTech systems team and technical support staff to build, maintain, and troubleshoot critical servers and systems for the districts we serve.

Essential Duties and Responsibilities:

- Maintain and monitor all backups for data integrity and disaster recovery
- Maintain and monitor VMware infrastructure including virtual machines, network connectivity, and Storage Area Network
- Ensure a high level of both physical and system level security on all servers and systems
- Patch and perform necessary upgrades on all Windows and VMware based server systems
- Establish and maintain system integrations and automations
- Support and train systems administrators
- Develop and maintain server and workstation anti-malware software
- Help maintain physical server environment
- Keep up with the latest technology related to the server environment
- Design and plan future expansions of server environment
- Regular and consistent attendance.
- Other duties as assigned

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook.

Skill Set Requirements:

- Server hardware and Storage Area Network setup and configuration
- Virtualization with VMware vSphere
- Extensive Microsoft Server 2008, and 2012 management skills
- Windows server technologies including Microsoft SQL, IIS, and WDS; MSCE/MCITP a plus
- Experienced knowledge of Microsoft Exchange 2010 and later
- Ability to configure backup/replication with Veeam
- Enterprise anti-virus software and management
- Experience with SCCM, SCOM, and WSUS
- Experienced in server storage technology including iSCSI, Fiber Channel, and NFS
- Proficiency with PowerShell
- Ability to analyze, troubleshoot, and diagnose performance issues within server environment
- Ability to properly size server hardware for VMware environments

Education and/or Experience:

Associates Degree in a related field

Certificates, License, Registration:

- VMware VCP
- Microsoft MCSE

Other Skill & Abilities:

Works in a team oriented fashion and shares information and knowledge with co-workers

Possess strong customer service orientation

Manage projects and tasks in ticketing and project management systems

Communicate and coordinate network maintenance, operational status, and downtime to users and management.

Aid in the development of business continuity and disaster recovery plans.

Ability to listen and communicate effectively

Strong problem solving ability

Displays willingness to support and make decisions with sound judgment in timely manner

Ability to read, analyze and interpret data

Ability to write reports, correspondence and procedures

Adapts to frequent changes in the work environment

Practices safe work habits

Uses equipment and material properly

Knowledge of bandwidth provisioning/packet shaping

Experience with electronic document management/retention

Supervisory Responsibilities:

This job does not include supervisory responsibilities.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to reach with arms and hands, stand, walk and sit. The employee must frequently lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually quiet.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Director, Tom Zahrt; & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.