



JOB DESCRIPTION

JOB TITLE: SYSYEMS ENGINEER
EXEMPTION STATUS: X Exempt Non-Exempt
CREATION DATE: October 2023

SUMMARY: Under the direction of the Systems Administrator, the Systems Engineer is the engineering resource primarily responsible for assisting in the strategy, deployment, maintenance, and Tiers 2 & 3 support of the Network Infrastructure. This position requires the employee to be on site, it is not remote.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

The Systems Engineer responsibilities will include Active Directory administration and support, VMWare support, SAN support, Cisco Layer 3 support, current Windows products including 365 and Windows 11 administration and support, replication planning and support, as well as Backup Strategies utilizing Backup Exec. Additional responsibilities will include 8-5 on-call support; Microsoft Exchange Replication tasks; Installation, Configuration and Maintenance of server hardware, including Host/SAN Virtual Environment, Citrix, and operating systems.

SPECIFIC RESPONSIBILITIES:

- Coordinate and perform activities related to the development, implementation, and support of the infrastructure for collaboration projects.
- Includes environment design, server and software deployment, project planning, testing and documenting environments.
- Troubleshoot and provide Tier 2 & 3 operational support to internal and external customers as necessary.
- Provide instruction and mentoring to other team members as appropriate.
- Provide analysis, recommendations and technical assistance to business units and schools within the University in support of projects using the Collaboration / Document Management Infrastructure.
- Assist with support of other platforms, environments and projects supported by the IT department as needed.
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Manage and monitor all installed systems and infrastructure.
- Maintain security, backup, and redundancy strategies.
- On-call support required.

SUPERVISORY RESPONSIBILITIES: May be asked to directly manage all staff of the Information Systems / Data Department in the absence of leadership. Carries out managerial responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

EDUCATION AND/OR EXPERIENCE: Minimum Qualifications: Bachelor's (4-year) degree in computer science or related field, or the equivalent combination of education, training, and experience. A minimum of 5-7 years' experience in a professional information technology environment with responsibility for developing, customizing, integrating, and deploying MS Exchange and related products; Strong VMWare skills, minimum two years' experience in virtual environments; Minimum two years' experience with Active Directory and LDAP environments. **Preferred Qualifications:** Advanced knowledge of Microsoft Windows Server, including detailed knowledge of the Exchange, HW/SW, Microsoft Windows Server, Exchange Server, SQL Server, Windows registry, Active Directory, VMWARE, Citrix, and networking in a Virtual Windows environment; VOIP knowledge, Microsoft Certified Systems Engineer and Cisco CCNA preferred. Health care environment experience preferred.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to compose reports, business correspondence, documentation, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, patients, the public, physicians, and management, whether in person or on the telephone.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure using whole number, common fractions, and decimals. Ability to calculate and apply concepts such as fractions, percentages, ratios, and proportions to practical solutions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions furnished in written, oral, diagram, or schedule form and deal with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Knowledge of the principles and practices of supervisory and general management abilities. Knowledge of departmental functions and organization for medical practice. Skill in composition, compiling, and preparing a variety of correspondence, reports, and other materials. Develop and maintain smooth and constructive relationships with colleagues within the Practice, University, Veteran's Administration, and medical community as well as outside agencies, organizations, and individuals. Ability to handle detailed, complex concepts and problems and make rapid decisions regarding issues. Convey a professional and positive image and attitude. Demonstrate commitment to continued professional growth and development.

Ability to concentrate under high demands and listen effectively. Ability to organize tasks, work as a team member and independently use sound management skills with a variety of professional disciplines.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within an office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel objects; hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and balance. The employee must occasionally lift, carry, and/or move more than 25 pounds.

Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date