

**COMPETITIVE
BRACKET / RHA \$43,000 - \$62,500
9825**

**SYSTEMS ENGINEER / RHA
(Rochester Housing Authority)**

DISTINGUISHING FEATURES OF THE CLASS: Employees in this classification are responsible for configuring, monitoring, and maintaining network servers, data storage equipment, and mobile computing devices specific to Technology Infrastructure and Business Application project requirements. They troubleshoot and resolve operating systems, applications, and hardware associated connectivity and integration issues. Other responsibilities include maintaining client access to servers and mobile computing applications. This position reports to the Director of Information Technology. Related work is performed as required.

TYPICAL WORK ACTIVITIES:

Evaluates and recommends resolution of current hardware and software configuration issues;
Leads development of software and hardware configuration, deployment, and administration procedures and practices;
Establishes client access to networks, with individual security access based on predefined guidelines, and resolves basic connectivity problems;
Identifies, diagnoses, and solves user network, telecommunications, and other software and hardware problems, including production halts, printer problems, and other network malfunctions;
Installs, configures, and customizes a variety of network and other hardware and software systems, at all RHA locations;
Manages, designs, and maintains website and intranet;
Maintains web filter and user profiles to monitor/limit web access;
Evaluates networks and recommends improvements;
Researches and recommends new hardware and software;
Develops and tests required hardware, operating system, and application configuration requirements;
Writes procedures and work instructions, for IT Department and for RHA end users;
Leads development of deployment, support, and maintenance procedures;
Monitors ongoing network performance and maintains records of system activities.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of desktop operating systems and affiliated software components, services, protocols, and technologies;
Knowledge of virtual server environment;
Knowledge of PDA devices;
Knowledge of website design;
Ability to think logically and creatively;
Ability to maintain an understanding of client computing deployment, configuration, upgrade, and integration concepts;
Ability to analyze, diagnose, and solve computer operation and/or system problems;
Ability to read and understand technical materials;
Ability to write procedures and work instructions;
Ability to work independently, managing time and meeting deadlines.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

All the entry level KSA's **PLUS:**

Knowledge of department policies, practices, and procedures;

Knowledge of security standards and procedures, data storage, and backup/recovery procedures;

Knowledge of RHA's network operating systems, hardware and software, network sites, and telecommunications systems.

MINIMUM QUALIFICATIONS:

A. Bachelor's degree in Computer Science (or a closely related field) **AND** three (3) years of work experience supporting or maintaining computer systems, through troubleshooting user problems.

OR

B. Associate's degree in Computer Science (or a closely related field) **AND** four (4) years work experience as stated in (A).

SPECIAL REQUIREMENT:

A valid New York State Class D driver's license is required at time of appointment. This license must be maintained throughout appointment to this title.

ADOPTED: MARCH 28, 2013