

**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 works under the direct supervision of a more senior member of the department. Daily, non-project tasks are driven by user-submitted service requests. Related work is performed as required. Non-traditional and on-call work time may be required.

**TYPICAL WORK ACTIVITIES:**

Evaluates, recommends, and actions the resolution of hardware, software, network, and connectivity issues;  
Develops and recommends system configuration, deployment, and administration procedures and practices;  
Manages user access to systems and networks;  
Installs and configures a variety of hardware and software systems;  
Manages and maintains the health of organization's on- and off-premises technology systems;  
Evaluates computing, telecommunication, and network performance while recommending improvements;  
Researches and recommends new hardware and software;  
Develops and tests hardware, operating system, and application configurations;  
Writes and maintains procedures and work instructions;

**ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:**

Fully developed skill interfacing with users and co-workers in a dignified and compassionate way;  
Handling exposure to private, proprietary, and confidential information in an appropriate manner;  
Strong experience supporting modern workstations, servers, and operating systems;  
Strong experience supporting modern, cloud-based, office productivity software;  
Knowledge of network devices, their function, TCP/IP protocol, subnetting concepts, and basic troubleshooting;  
A functional knowledge of modern cloud-based storage and virtualization services;  
A functional knowledge of on-premises virtual server systems;  
Experience supporting a mobile-enabled user-base including mobile computers, tablets, and cellular telephones;  
Experience imaging devices, deploying them, and managing them remotely;  
Experience managing user permissions in accordance with organization's policy;  
Experience actioning and prioritizing assigned (by a supervisor) and implied (Help Desk ticket) tasks;  
Ability to think logically and creatively;  
Ability to maintain a modern understanding of client computing deployment, configuration, upgrade, and integration concepts;  
Ability to read and understand modern technical materials;  
Ability to write procedures and work instructions while maintaining such documentation as they change;  
Ability to work both collaboratively and independently, managing time and meeting deadlines while communicating schedule slippage proactively and openly.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

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

Knowledge and active compliance with department practices and procedures;

Knowledge and active application of industry accepted and adopted security standards and procedures;

Knowledge of organization's technical environment including network operating systems, hardware and software, building 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 and maintaining computer systems.

**OR**

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

**OR**

C. Graduation from High School (or GED) **AND** five (5) 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**