Solano County
Office of Education

JOB TITLE: Senior Technology Systems Engineer/Administrator

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

Designs, documents, maintains and manages the Solano County Office of Education's (SCOE) wired and wireless networks, including local, wide-area and regional networks. Serves as the technical contact for SCOE in its role as applicant for federal and state telecommunications discount programs. Manages SCOE's central computing infrastructure (servers and related hardware), including standard and virtual computing environments, backup systems, application servers and high-level computing systems. Oversees the operation and health of SCOE's telecommunications systems. Provides senior management-level technical oversight of internal and external information systems to ensure that efficiency, security and compliance standards are met or exceeded. Provides technical oversight and administration of on-premise and cloud-based software systems managed by the Information Services and Technology (IST) department.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience:

Five years of progressively responsible technical experience designing and administering wired and wireless networks, advanced security and routing technologies, virtual and physical server technologies, and digital and IP-based telecommunications systems. The Senior Technology Systems Engineer/Administrator must possess a combination of education and training equivalent to a bachelor's degree and demonstrate the ability to perform the duties and responsibilities of this position. Advanced coursework, training or certification in networking and system administration is preferred.

Knowledge of:

- Extensive knowledge of modern wired and wireless network systems
- In-depth knowledge of physical and virtual server management
- High-level knowledge of information system and network security, including the management of modern threat-protection hardware and software (Palo Alto Networks enterprise-level firewall systems or comparable)
- Policies and methods used in administering cloud-based information and collaboration platforms (Microsoft Office, Google GSuite, etc.)
- Cybersecurity best-practices, including threat prevention, detection and remediation, as well as forensic preservation and analysis

- Telecommunications technologies

Ability to:

- Communicate clearly and concisely in person and in writing
- Interpret and explain technical concepts to colleagues and non-technical staff
- Study and understand emerging technical concepts and apply them to current and future projects
- Prioritize, organize and schedule work assignments and projects to minimize downtime and stabilize workload
- Establish and maintain cooperative working relationships with customers, partners and associates
- Travel independently to various sites located throughout Solano County
- Incorporate SCOE's guiding principles into all facets of job

ESSENTIAL DUTIES

- Designs SCOE's local and area-wide network architecture, and maintain the infrastructure to support SCOE's business and instructional operations
- Selects, installs, configures and maintains networking and related equipment according to established operational and security standards
- Serves as chief technical administrator for business, instruction, and collaboration systems within the enterprise
- Installs and manages approved networking security components and measures to ensure that the SCOE network is accessible only to authorized users
- Installs and manages approved servers, backup power and storage systems to support SCOE's business, operational and instructional objectives
- Serves as a primary contact with technical service providers, vendors, and customers, and plays a key technical role in negotiating and developing plans for future services
- Provides technical advice and consultation to SCOE and district staff on the use of the network, conferencing, and security systems
- Participates in community and statewide work groups relevant to required areas of expertise

MARGINAL DUTIES

- Conducts local and regional technical workshops as directed
- Supervises assigned technical staff
- Manages documentation for federal, state and local telecommunications discount programs
- Manages the building electronic security systems in collaboration with the Facilities, Maintenance and Operations team

- Supports the technical operation of audio-visual and conferencing equipment and software
- Works harmoniously with colleagues, partners, customers and the general public
- Performs other duties as required

SUPERVISION RECEIVED

Employees in this classification receive general supervision within a broad framework of overall objectives. Directly responsible to the Director of Information Services and Technology.

SUPERVISION EXERCISED

May supervise clerical, technical, and professional staff as assigned, including key staff responsible for delivering technology support.

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (35%)   Walking (30%)   Sitting (35%)

Body Movement (Frequency):
None (0)   Limited (1)   Occasional (2)   Frequent (3)   Very Frequent (4)

Lifting – lbs. (0-40)   Lifting (3)   Bending (3)

Pushing and/or   Reaching   Kneeling or
Pulling Loads (1)   Overhead (2)   Squatting (3)

Climbing Stairs (3)   Climbing Ladders (2)