



HANOVER COUNTY GOVERNMENT
invites applications for the position of:

IT Systems Engineer (CD) - Application Technical Lead

SALARY: \$49,862.00 - \$86,167.00 Annually
JOB TYPE: Full-time
LOCATION: Hanover Courthouse, Hanover
DEPARTMENT: Information Technology - Applications & Customer Service
OPENING DATE: 05/03/19
CLOSING DATE: Continuous

DESCRIPTION:

General Description: Seeking an IT Application Technical Lead/Systems Engineer to support Hanover County's diverse business application portfolio. This position is a member of the application support team. The incumbent is responsible for: developing customer-focused, business-appropriate solutions in a cross-functional team environment; and applying analytical and problem-solving skills to identify and resolve issues in order to help maximize the benefit of IT systems investments.

Organization: The Systems Engineer position is part of Hanover County's Career Development Program (CD). The Systems Engineer Ladder has four (4) levels: Systems Engineer I, II, III and Senior. Incumbents normally report to a Project Manager and supervise no staff, though they may lead teams.

Essential Functions:

- Performs problem-solving and analysis, including incident management, problem management and root cause analysis.
- Has a knowledge of the customer's business, as appropriate for the specified area of specialization. Leverages knowledge to develop customer-focused, business-appropriate solutions. Engages stakeholders in solution development.
- Communicates effectively with customers and team members.
- Vendor management. Works closely with vendors to develop solutions that meet customer needs; effectively escalates and resolves issues with vendors. Gains strategic insights from vendors.
- Develops and manages appropriate documentation.
- Systems implementation and systems management. Has working knowledge of relevant standards, protocols and languages used within domain of assignment and applies these to develop appropriate solutions.

- Manages work and priorities and utilizes project management practices.
- Stays current in developments within the specified area of specialization and proactively researches trends.
- Manages personal growth and development.
- Adheres to the department's change management standards.
- Performs other duties as assigned.

Assignment-Specific Essential Functions:

- Business Application Support Systems Engineer:
- . Conducts business analysis and in business process analysis
- . Develops business and technical requirements
- . Develops project justifications, business cases and cost-benefit analysis
- . Queries/analyzes data using standard tools
- . Develops appropriate systems and applications diagrams
- . Implements, supports and configures third-party software packages
- . Familiar with the basics of managing Microsoft SQL Server environments

Working Conditions:

- A. Hazards: None known
- B. Environment: Office, field. Travel for support, training and conferences.
- C. Must perform regular, periodic on-call duties and beyond normal work schedule to resolve critical issues and system upgrades. Includes evenings, weekends and holidays.
- D. Physical effort: Moderate – lifts supplies and equipment (PCs, network equipment, etc.)
- E. Exempt

Knowledge, Skills and Abilities: Strong customer service orientation. Requires solid general knowledge of Information Technology industry and best practices and expertise in area of assignment. Excellent analytical ability; creative problem-solving and trouble-shooting skills. Excellent oral and written communications skills. Communication must be proactive, timely and audience appropriate. Ability to work independently and use independent judgment. Must be able to prioritize multiple tasks and assignments. Adept at working in a team-oriented, collaborative environment.

Education, Experience and Training: Four years' college education required with a Bachelor's degree in Information Systems, Computer Science or related field preferred. Relevant experience in specific area of expertise, depending on area of assignment, required. – OR – Any equivalent combination of education, experience and/or training sufficient to demonstrate the required knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- Twelve month probationary period

- Rotational on-call after-hours support (including evenings, weekends, holidays). A stipend is provided for the requirement of a cell phone with voice, data and hotspot features.
- Salary history and salary requirements must be included.
- A resume and cover letter must be attached to your application to be considered for this position.
- If you are selected for this position, YOU WILL BE REQUIRED TO PROVIDE A COPY OF YOUR DIPLOMA/DEGREE.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.hanovercounty.gov>

Position #201900065
IT SYSTEMS ENGINEER (CD) - APPLICATION TECHNICAL
LEAD
TV

7497 County Complex Road
Hanover, VA 23069
804-365-6075

humanresources@hanovercounty.gov

IT Systems Engineer (CD) - Application Technical Lead Supplemental Questionnaire

- * 1. Do you have experience managing IT services and numerous active projects for multiple customers?
 - Yes
 - No
- 2. If you answered yes to managing multiple projects, please describe some of the projects you have managed.
- * 3. How many years of experience do you have with MS SQL Server Administration (DBA tasks)?
 - No Experience
 - 1 year
 - 2-3 years
 - 4+ years
- * 4. Describe your experience with SQL Server Administration, T-SQL, Reporting Services, and Integration Services.
- * 5. How many years of experience do you have with SharePoint Farm Administration?
 - None
 - 1 year
 - 2-3 years
 - 4+ years
- * 6. How many years of experience do you have as a SharePoint Site Administrator?
 - None
 - 1 year
 - 2-3 years
 - 4+ years
- * 7. Describe your experience with SharePoint.

- * 8. How many years of experience do you have working with Windows Server 2012 and Windows Server 2016?
 - None
 - 1 year
 - 2+ years
- * 9. Do you have experience creating business requirements?
 - Yes
 - No
- * 10. Describe your experience creating business requirements.
- * 11. Do you have experience with SDLC (software development life cycle)?
 - Yes
 - No
- * 12. Describe your experience with SDLC and managing SDLC projects.
- * 13. How many years of experience do you have implementing/supporting server based multi-tier vendor software packages?
 - None
 - 1 year
 - 2-3 years
 - 4+ years
- * 14. Describe your experience implementing vendor application software packages.
- * 15. Why are you interested in this position? What job characteristics listed in this posting appeal to you?

- * Required Question