



**COUNTY OF KING WILLIAM, VIRGINIA
DEPARTMENT OF ADMINISTRATION**

JOB DESCRIPTION

Job Title:	SYSTEMS ENGINEER
Position Class:	Manager
Pay Grade:	E33
Exempt Status:	Exempt
Salary Range:	\$62,648 - \$87,708

GENERAL DESCRIPTION:

Under general direction of the Director of Financial Services, performs diversified and complex professional and technical work in the information technology area. The incumbent is responsible for developing customer-focused, business-appropriate solutions. Applying analytical and problem-solving skills to identify and resolve issues in order to help maximize the benefit of investments directly or indirectly in support of the network, server, help desk, applications support and website. Responsible for the introduction of new systems into the server environment as well as the implementation and support of existing systems, applications and services. The incumbent will need to rely on extensive experience and judgement to plan and accomplish goals pertaining to the maintenance and growth of the county's computing needs. Will support all government offices to include the Sheriff's Office, Treasurers Office, Commissioner of Revenues Office, General Registrar's Office, Clerk of the Courts and the Commonwealth's Attorney.

King William County staff routinely work a 35-hour work week, 8:30 – 4:30. Benefits include medical coverage, retirement through the Virginia Retirement Service, annual and sick leave, and other health and investment related opportunities.

ESSENTIAL FUNCTIONS:

- Performs problem-solving and analysis, including incident management, problem management and root cause analysis.
- Has a knowledge of the customer's business and assist in leveraging that knowledge to develop customer-focused, business-appropriate solutions.
- Works closely with vendors to develop solutions that meet customer needs; effectively escalates and resolves issue with vendors.
- Has working knowledge of relevant standards, protocols and languages used within domain of assignment and applies these to develop appropriate solutions.
- Able to articulate, analyze, and document technology issues and needs.

- Develops and manages application documentation, training, testing, technical requirements, and business processes/procedures.
- Provides support to end users, including basic trouble-shooting of software and hardware issues.
- Able to work with customers to define reporting requirements and develop reports.
- Performs maintenance and enhancements on data systems.
- Follows organizations policies and procedures and participates in the development of new policies.
- Responsible for engineering and implementation of systems, applications.
- Responsible for the engineering and implementation of systems, applications, and service as they relate to server infrastructure.
- Responsible for planning, installation, a configuration and management of servers.
- Responsible for ensuring that server environments and their key services are monitored on a 24x7 basis.
- Researches, implements and troubleshoots network backup, security, spam and virus protection strategies.
- Maintains the public and internal facing web server architecture.
- Maintains current and accurate inventory of technology hardware, software and resources.
- Makes recommendations about strategic procurement of technology resources.
- Connects and sets-up hardware, loads all required software, identifies and prepares hardware for disposal, and ensures hardware is stripped and secured before disposal.
- Engages in annual budget process to ensure technology needs are adequately identified and funded.
- Supports implementation projects such as; Next Generation 911, financial package and legislated mandates.
- Serve as project lead and provides technical direction to contracted Information Technology support staff.
- May be required to write custom scripts to reduce the need for human intervention; such as recurring reports.
- Monitors existing systems to ensure structural integrity 24 x 7.
- Oversee the development and installation of new hardware and software.
- Installs and configures operating systems and other software and routinely test for glitch detection and other issues.
- Implements, oversees and maintains all cybersecurity policies and ensures security compliance objectives are met.
- Participates in security events as subject matter expert.
- Assesses threat and vulnerability information from all sources (both internal and external) and promptly applies applicable mitigation techniques.
- Must be able work independently and be a self-starter.
- Performs other duties as assigned.

MINIMUM EDUCATION, TRAINING AND EXPERIENCE:

Possession of a Bachelor's degree in information systems, computer science or a related field with some technology experience required or any equivalent combination of education, experience and/or training sufficient to demonstrate the required knowledge, skills and abilities is acceptable.

Strong customer service orientation. Requires solid general knowledge of information technology, including computers and software applications. Excellent analytical ability, creative problem-solving, and trouble-shooting skills. Excellent oral and written communications skills. Ability to work independently and use independent judgment. Able to prioritize multiple tasks and assignment. Adept at working in a team-oriented, collaborative environment.

NECESSARY SPECIAL QUALIFICATIONS:

- Possession of a valid driver's license; possess and maintain a driving record that meets established King William County Driving Standards.
- Network+ or CompTIA certification.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to engage in work that involves moderate physical strength and endurance. The employee must occasionally lift and/or move up to 25 pounds.

EMPLOYEE UTILIZATION IN ADVERSE WEATHER AND EMERGENCY CONDITIONS

All King William County employees are subject to being assigned to specific positions and tasks during a "Declared Emergency" as support personnel, by the County Administrator. Once assigned, this would be the same as a regular work assignment and all policies and procedures for duty assignments apply.

**Potential candidates will be required to complete drug testing, driving and background checks.

The foregoing is intended as a general description of job responsibilities and performance expectations and does not constitute a contract for employment between the employee and the County of King William, Virginia.