Systems Engineer

FLSA Status: Exempt

Summary

Under the supervision of the IT Director, designs, administers and maintains Peninsula Library System's (Linux and Windows Servers) infrastructure, including software, hardware, and websites. Will be on-call 24x7 during one week of every five.

Organizational Impact

- Member libraries cannot function without a reliable and up-to-date technical infrastructure – it is mission critical.
- Technical support is a highly valuable service PLS offers its members.

Essential Duties and Responsibilities:

- Manages and monitors all installed System infrastructure which includes but not limited to Virtual Servers, physical servers and systems in library branches.
- Installs, configures, tests and maintains operating systems, application software and system management tools.
- Designs and manages MS 365 infrastructure.
- Ensures the highest levels of systems and infrastructure availability.
- Maintains security, backup, and redundancy strategies for system infrastructure.
- Designs, implements and supports all EnvisionWare nodes (Server, management consoles, and printing kiosk.
- Responsible for System Infrastructure security.

Other Job Duties:

- Troubleshoots and resolves complex system issues and library escalations.
- Resolves day-to-day helpdesk requests.
- Monitors and tests application performance for potential bottlenecks, identifies possible solutions, and works with developers to implement those fixes.
- Maintains security, backup, and redundancy strategies.
- Writes and maintains custom scripts to increase system efficiency and lower human intervention time.
- Participates in the design of information and operational support systems
- Assists in the administration, and maintenance of network servers.
- Leads in the design of information and operational support systems for both backend and in-library systems.
- Builds and maintains websites.
- Liaises with vendors and other IT personnel for problem resolution.
- Assists with PC administration and troubleshooting.
- Assists with RFID troubleshooting.
- Backup to Network Engineer.
- On-call 24x7 IT technician (on rotating basis).

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

	Required	Preferred
Education	Bachelor's degree in Information Technology, Computer Science or related	Certification in Windows, SQL, MySQL
Experience	Installing, configuring and troubleshooting in Windows and UNIX/Linux based environments Balancing numerous help desk tickets while other working on numerous projects Monitoring systems Solid Cloud experience, preferably in AWS	Small, shared duty IT group Integrated Library System software Automation software (e.g., Puppet, cfengine, Chef) Windows and Linux servers Administration and performance tuning of application stacks Virtualization and containerization (e.g., VMware, Virtual Box)
Knowledge	Solid scripting skills (e.g., shell scripts, Perl, Ruby, Python, VB) Solid networking knowledge (OSI network layers, TCP/IP) Strong understanding of systems design, security, and maintenance (Windows and Linux servers) Languages: MySQL, SQL, IIS, Apache, ILS, Azure	
Skills and Abilities	Expert troubleshooting skills Ability to think through problems and visualize solutions; to troubleshoot and resolve network, server and desktop issues in a calm but timely manner Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources Excellent organizational, interpersonal, customer service and communication skills; communicate effectively with a wide variety of people, including coworkers, member library staff, and vendors	

REQUIRED QUALIFICATIONS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying

Work Environment and Physical Demands:

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts that require normal safety precautions typical of offices.