



Fluvanna County, Virginia
Department of Information Technology
Job Description

Information Technology Systems Engineer

Job Class #:	1121
Pay Grade:	22
Category:	Full-Time(with benefits)
FLSA Status:	Exempt (Salary)
Reports To:	Director of Information Technology

SUMMARY

Performs advanced implementation and support for systems, applications, network infrastructure, and other services in the Fluvanna County IT Service Portfolio. Works under general supervision and reports to the Director of Information Technology.

- Performs advanced implementation and support for systems, applications, and monitoring.
- Serves as secondary contact for end-user help desk requests.
- Provides planning, implementation, and support for County IT projects.
- Performs systems administration and maintenance of assigned servers.
- Performs server hardware maintenance.
- Provides tier 2 application support, desktop support, and VoIP phone system support.
- Performs network infrastructure configuration, installation, maintenance, and monitoring.

ESSENTIAL FUNCTIONS

- Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business process requirements.
- Performs software installations and upgrades to operating systems and layered software packages.
- Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels.
- Conducts routine hardware and software audits of servers to ensure compliance with established standards, policies, and configuration guidelines.
- Develops and maintains a comprehensive hardware and software configuration database/library of all system configurations and supporting documentation.
- Provides team support and maintenance of LAN hardware and software.
- Acts as the secondary point of contact for all IT help desk requests and directly services these requests to resolution.
- Provides implementation and support for server hardware including the Dell PowerEdge and Unity lines.
- Provides configuration, implementation, and administration of Microsoft Windows 10/11, Windows Server 2016/2019/2022, Cisco IOS, Active Directory, Group Policy, TCP/IP, DHCP, DNS, SQL Server, Certificate Services, Microsoft 365/ Exchange, SAN/NAS, Linux, Apache, MySQL, VoIP phone systems, Tyler systems, and other advanced systems.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Comprehensive knowledge of the principles and practices of all aspects of information technology.

- Ability to resolve help desk requests and incidents under limited supervision and with a high degree of accuracy and customer satisfaction.
- Demonstrated skills in providing a high level of customer service.
- Ability to establish and maintain effective working relationships with County officials, other public officials, associates, contractors, and the general public.
- Intermediate knowledge of Windows 10, Windows 11, Windows Server 2016/2019/2022, and Cisco IOS.

ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

Any combination of education and experience equivalent to 3 years of relevant experience in information technology or related field. Preferred qualifications:

- 5 years of relevant experience in an IT role.
- Advanced knowledge of Windows 10, Windows 11, Windows Server 2016/2019/2022, and Cisco IOS.
- Intermediate knowledge of Linux, Apache, and MySQL.
- Active CCNA, CCNP, MCSA, and/or MCSE certification(s).
- Any combination of education and experience equivalent to graduation from an accredited college or university with major coursework in information technology.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas using the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential tasks.

POST OFFER REQUIREMENTS

- Criminal Background Check
- Possession of and Maintain a driver's license valid in the Commonwealth of Virginia

Department Head Recommended:	Director of HR Approval as to Form:	County Administrator Recommended:	Board of Supervisors Approved:
April 27,2023	April 27, 2023	April 27,2023	May 3, 2023