# Lead Systems Support Engineer

## Job Description

**Position Information**

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|---|---|
| **Position Title** | Lead Systems Support Engineer |
| **Position Number** | |
| **Department** | Information Technology Service |
| **Reports to (Title)** | Director of Service Management |

**Seated Employee**

**Employee First Name**

**Employee Last Name**

**Job Summary**
In three to five sentences, please briefly describe the job's primary purpose to the department.

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|---|---|
| **Job Summary** | Working within the Service Management team, while collaborating broadly across ITS, the Lead Systems Support Engineer is both an operational role and a coordinator of the work of the systems support engineering group (the group is 2.0 FTE, including the Lead). |
| | With primary responsibility for the management and system administration of technical systems that focus on and around endpoint systems, this position also coordinates with other members of ITS to ensure high quality response to incidents and service requests. The systems support engineering portfolio includes classroom and lab computing devices in addition to primary workstations and computing devices; endpoint management; deploying endpoint security policies and protocols; and administration of department-specific platforms and servers. |

**Position Summary Information**

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|---|---|
| **Select the level of education needed to successfully accomplish the essential duties of this job.** | High school diploma or general education degree (GED) |
| **If a specific degree, certification, license, or registration is necessary, please list.** | **Required Qualifications** |
| | Bachelor's Degree [Candidates who have not attained a four-year degree may substitute four years of professional experience.] |
| | At least 5 years of technical support experience |
| **Select the level of experience needed to successfully start the position and accomplish the essential duties of this job.** | Five years or more |
| **Preferred Qualifications** | **Preferred Qualifications** |

Jamf Certified Admin, ITIL Foundations v4, Apple Certified IT Professional, CompTIA A+, CompTIA Security+

**FLSA Category**                     Exempt

**Staff/Faculty**                      Staff

**Employment Status**             Full-Time

**Employment Category**          Regular

**Essential Staff (emergency       No
situations)?**

**On-Call?**

**Essential Responsibilities**
List the job's most important responsibilities. There are probably no more than six of these. Also indicate the approximate percent of time spent on each job function. (Note: Do not record how the job responsibilities are carried out.)

*Essential Responsibility percentage of time needs to equal 100%*

**Responsibility**                    **Apple OS management**
                                      • Manage technical system that support the Apple endpoint computing environment
                                      • Manage Jamf Pro instance to develop, deploy, and maintain macOS and iPadOS system configurations
                                      • Test and deploy operating systems and third party application updates and patches to all macOS and iPadOS endpoints using Jamf Pro

**Percentage Of Time**               35

**Responsibility**                    **Endpoint systems administration**
                                      • System Administrator for managing and supporting endpoint user technologies
                                      • Develop, test, and maintain all endpoint user configurations
                                      • Use script commands to perform application installations and configuration changes/removals related to endpoint administration
                                      • Collaborate with security team to deploying end point user security protocols
                                      • Assist in maintaining physical computer endpoints in student labs and classrooms to ensure system reliability

**Percentage Of Time**               35

**Responsibility**                    **Team Leader**
                                      Manages work distribution for systems engineering (Lead Systems Support Engineer and Systems Support Engineer)

**Percentage Of Time**               10

**Responsibility**                    **Systems Engineering Functions**
                                      • Complete daily routine activities related to daily backups, and data integrity/security
                                      • Serves as escalation point for Service Desk team for issues related to computing endpoints
                                      • Researches and recommends solutions for user issues and proactively recommend new technologies to improve user experience
                                      • Ensure quality and timely response to user requests and issues
                                      • Coordinate with other members of ITS Service Management (and other ITS teams) to ensure high quality response to incidents, problems, and service requests
                                      • Serves as a technical resource/SME on projects related to systems and service to endpoint users
                                      • Member of the Systems Security Team

**Percentage Of Time**               20

**General Responsibilities**

| **General Responsibilities** | (1) Maintain regular attendance in accordance with department policy. |
| | (2) Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources. |
| | (3) Understand and comply with the policies of the College Staff Handbook. |
| | (4) Demonstrate commitment to customer service. Establish effective relationships with internal and external customers and respond to their needs. |
| | (5) Perform duties as a team member in a manner supportive of department and College procedures, policies and goals. |
| | (6) Protect confidentiality of College information. |
| | (7) Provide leadership to others through example and sharing of knowledge/skill. |
| | (8) Communicate with others in a courteous and helpful manner. |
| | (9) May be asked to fill positions considered essential during weather emergencies or other events requiring special staffing. |
| | (10) Perform other duties as assigned. |

**Supervisory Responsibilities**

| **Does this job have supervisory responsibilities?** | No |

**If yes, then check all that are supervised by this position.**

| **Supervise Student Staff** | No |

**If you supervise student staff, enter approximately how many and the total hours? (e.g., 2 students/XX hours)**

| **Supervise Non-Exempt Staff** | No |

**If you supervise non-exempt staff please enter the number.**

| **Supervise Exempt Staff** | No |

**If you supervise exempt staff please enter the number.**

**Select the level of supervision that this position provides.**

**Supervision Received**

| **Select the level of supervision that this position receives from their supervisor.** | General Direction: receive very general guidance with respect to overall objectives; work is usually quite independent of others; operate within division or department policy guidelines using independent judgment in achieving assigned objectives. |

**Computer Operations**

| **Please check one of the following** | Utilize complex computer operations (intermediate programming, relational databases, and operating systems) and advanced features of software packages (word-processing, spreadsheet, graphics, etc.) |

**Travel**

| **Please check one of the following** | Minimal overnight travel (up to 10%) by land and/or air. |

## Essential Function Analysis

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

Essential functions are those functions that individual must be able to perform either unaided or with the assistance of a reasonable accommodation. A job function may be considered essential if it meets one of the following criteria:

- the position exists for performance of the function;
- a limited number of employees can perform the function, and it, therefore cannot be reassigned;
- the function is specialized and requires certain expertise to perform it.

Many jobs will also have marginal functions. Marginal functions are those that may be performed by the position but are not tasks critical to job success, can be completed in a number of ways by a variety of people, and are not the primary functions for which the position exists.

## Mental/Cognitive Requirements

How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.

| | |
|---|---|
| **Analyzing information or data** | 1/3 to 2/3 |
| **- Essential or Marginal?** | Essential |
| **Effective communication skills** | 1/3 to 2/3 |
| **- Essential or Marginal?** | Essential |
| **Composing & comprehending communication materials** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Establishing effective interpersonal relationships** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Adjusting to changes (work load, environment, department structure, etc.)** | 1/3 to 2/3 |
| **- Essential or Marginal?** | Essential |
| **Using logic to define problems, collect information, establish facts, draw valid conclusions, etc** | Over 2/3 |
| **- Essential or Marginal?** | Essential |
| **Making decisions of moderate to substantial consequence** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Performing mathematical calculations** | Under 1/3 |

| | |
|---|---|
| **- Essential or Marginal?** | Marginal |
| **Editing reports or technical materials** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Planning and organizing (work load, schedules, events, etc.)** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Handle stressful, emotional and/or frustrating situations** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Working with numerous distractions** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Working under a time pressure and within timelines/deadlines** | Under 1/3 |
| **- Essential or Marginal?** | Marginal |
| **Coordinating work with others** | 1/3 to 2/3 |
| **- Essential or Marginal?** | Essential |
| **Handling multiple assignments and priorities** | Over 2/3 |
| **- Essential or Marginal?** | Essential |
| **Completing work in an accurate manner** | Over 2/3 |
| **- Essential or Marginal?** | Essential |
| **Concentrating - maintaining attention to details and task** | Over 2/3 |
| **- Essential or Marginal?** | Essential |
| **Memory functions (remembering names, details and procedures)** | 1/3 to 2/3 |
| **- Essential or Marginal?** | Essential |

**Physical Requirements**
How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

| | |
|---|---|
| **Remaining in a stationary position** | 1/3 to 2/3 |
| **Traverse/move locations** | Under 1/3 |
| **Ascend or descend between floors** | Under 1/3 |
| **Reach with hands and arms** | Under 1/3 |
| **Ascend or descend ladder** | None |
| **Position self to access small or restricted spaces** | Under 1/3 |
| **Communicate or exchange information** | Over 2/3 |

**Detect specific flavors or odors**      None

Does this job require that weight be moved or force be exerted? If so, how much and how often? Check the appropriate boxes below.

**Weight lifted or force exerted: up to 10 pounds (with or without assisted device)**      Under 1/3

**Weight lifted or force exerted: up to 25 pounds (with or without assisted device)**      Under 1/3

**Weight lifted or force exerted: up to 50 pounds (with or without assisted device)**      None

**Weight lifted or force exerted: up to 100 pounds (with or without assisted device)**      None

**Weight lifted or force exerted: more than 100 pounds (with or without assisted device)**      None

**Please check one of the following**      Light physical activity performing non-strenuous daily activities.

**Does this job have any essential vision requirements? Check all that apply.**      Close vision (clear vision at 20 inches or less), Color vision (ability to identify and distinguish colors), Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

**Work Environment**

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

**Wet or humid conditions (non-weather)**      None

**Extreme cold (non-weather)**      None

**Extreme heat (non-weather)**      None

**Outdoor weather conditions**      Under 1/3

**Work near moving mechanical parts**      None

**Work in high, precarious places**      None

**Air Contamination (i.e., dust, fume, smoke, toxic conditions, disagreeable odors)**      None

**Toxic or caustic chemicals**      None

**Work with explosives**      None

**Risk of electrical shock**      None

**Vibration (i.e. operating jackhammer, impact wrench)**      None

**Risk of radiation**      None

**Confined Spaces**      None

**Please check one or more of the following locations where this job would work**

Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.

**How much noise is typical for the work environment of this job? Check the appropriate level below.**

Moderate noise (examples: business office with computers and printers, light traffic)

**Additional Information**

**Include any other physical, mental or environmental information that will aid in the preparation of an accurate description of this job.**

## Position Documents

No documents have been attached.