NC Rate Bureau
IT Computer Systems Engineer

POSITION SUMMARY

The Computer Systems Engineer's role is to design, install, administer, and optimize enterprise directory services, virtual infrastructure, company servers and related components to achieve high performance of the various business applications supported by the Organizations. This includes ensuring the availability of client/server applications, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment. The Computer Systems Engineer participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with company goals, industry best practices, and regulatory requirements. Where applicable, the Computer Systems Engineer will assist in overseeing the physical security, integrity, and safety of the server room.

DUTIES & RESPONSIBILITIES

Analysis
- Conduct research on server hardware, software, and protocols in support of procurement and development efforts.

Collaboration
- Coordinate and collaborate with Network Systems Engineer, Software Development, and Database Administrator to ensure availability, reliability, and scalability of corporate servers to meet business demands.
- Participate in negotiations with vendors, outsourcers, and contractors to acquire products and services.
- Serve as escalation point for server issues; provide timely response to customer escalations.
- Support application development teams throughout project lifecycles.

Communications
- Provide orientation and training to end users for systems deployments and upgrades.

Initiative
- Research and make recommendations on products, services, and standards in support of procurement and development efforts.

Knowledge/Development
- Remain informed on network laws, trends, and issues, including current and emerging technologies and best practices; advise, counsel, and educate executive and management teams on their relative importance.

Operations Management
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers and workstations. Escalate incidents as necessary.
- Integrate, deploy, and manage servers, including database, e-mail, print, collaboration, and backup servers and their associated operating systems and software.
- Lead, coordinate and participate in key process improvements as they relate to the client/server environment.
- Manage and administer Email systems and associated gateways.
- Manage and administer Patch management for all servers and desktop environments.
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance.
- Manage all virtual infrastructure hardware software components.
- Manage enterprise directory services and supporting server infrastructure.
- Monitor for and recommend/execute modifications to server environments in order to improve efficiency, reliability, and performance.
- Participate in and support capacity planning, lifecycle assessments, and the development of long-term strategic goals for systems and software.
- Participates in business continuity planning, design, configure, and test system recovery processes.

Productivity/Quantity
- Provides backup support to the IT Operations role.

Professionalism
- Faithfully and diligently fulfill the obligations of our Organizations as set forth in the statutes.
- Perform each task as efficiently as possible with absolute honesty and integrity.
- Treat your fellow associates and those you serve on behalf of the Organizations with dignity and respect.
- Continually strive to improve the Organizations through the use of every associate's talents and creativity.
- Encourage participation and a sense of ownership from the members of

our Organizations.

- Demonstrate fairness and consistency among all associates and encourage personal development.

Quality

- Perform routine audits of infrastructure/configuration to ensure all items are accounted for and are being managed per IT policies.
- Enforces, monitors and performs follow-up on policy/procedural compliance violations.

Responsibility/Dependability

- Monitors and responds to management systems, alerts and reports to ensure effective operations. This job will require hours outside the normal business hours, especially when it comes to maintenance, updates, troubleshooting and recovery responsibilities.

Technical Skills

- Assist in designing and implementing server room security features, including HVAC control, environmental alarms, access restrictions, and so on.
- Develop strategies for client/server implementations; architect the infrastructure required to support those strategies.

Work Management/Organization/Planning

- Act as project lead in the design and review of new server systems, applications, and hardware.
- Develop, document, and maintain policies, procedures, and configurations.
- Establish and implement policies, procedures, and technologies to ensure server security.
- Plan and implement server upgrades, maintenance fixes, and vendor-supplied patches.

POSITION SPECIFIC COMPETENCIES

Analysis

- Ability to conduct research into hardware and software issues and products as required.
- Exceptional analytical, conceptual, and problem-solving abilities.

Collaboration

- Skilled at working within a team-oriented, collaborative environment.
- Strong customer service skills (friendly and patient). Able to communicate effectively with customers, vendors, and employees at all levels. Maintains calm and focus during emergency situations.

Communications
- Ability to communicate ideas in both technical and user-friendly language.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.

Initiative
- Highly self-motivated and directed, with keen attention to detail and accuracy.\

Quality
- Strong documentation skills with an attention to detail.

Responsibility/Dependability
- Willingness to be flexible with schedule and work occasional evenings and weekends to meet deadlines or resolve critical problems.

Work Management/Organization/Planning
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

PRIMARY JOB REQUIREMENTS

Education
- BA/BS degree in Computer Science or MIS or an equivalent combination of education and experience
- Technical Certificate Preferred

Experience
- 8 plus years Senior technical analytical position responsible; managing server environments & directory services experience required.
- Understanding of virtual infrastructure design, implementation, and management knowledge preferred.
- Administering and managing Windows Server Update Services (WSUS) experience preferred.
- Applicable data privacy practices and laws knowledge preferred.
- Excellent understanding of the organization's goals and objectives preferred.
- Installing, configuring, and maintaining server hardware and associated network equipment experience preferred.
- ITIL concepts/implementation a plus (incident management, problem management).\
- Leading a team of technical staff in the implementation of a system experience preferred.
- Managing Email Gateway services experience preferred.

- Overseeing the design, development, and implementation of software systems, applications and products experience preferred.
- Project Management experience preferred.
- SCSI, RAID and I/O topology experience preferred.
- Server performance tuning and monitoring tools experience preferred.
- Strong appreciation for change control and experience in best practices preferred.
- Systems planning, security principles, and general software management best practices experience preferred.
- Tape/disk drives and backup and restore technologies experience preferred.
- TCP/IP and network protocols and operating system configuration familiarity preferred.
- Windows Server and Desktop Operating Systems; Microsoft Active Director, Exchange and Office knowledge required.
- Working Technical knowledge of Microsoft SharePoint Administration preferred.
- Working technical knowledge – firewalls, backup technologies, VMware virtualization technology preferred.