City of Tempe

ENTERPRISE SYSTEMS ENGINEER I+

JOB CLASSIFICATION INFORMATION

Job Code:	324	*Department:*	Information Technology
Supervision Level:	Non-Supervisor	*State Retirement Group:*	ASRS
Status:	Classified	*Market Group:*	Technical Support Analyst II+
Safety Sensitive / Drug Screen:	No	*Physical:*	No
Click here for more job classification information including current salary range			

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Enterprise Systems Engineer series. This class is distinguished from the Enterprise Systems Engineer II+ by the performance of the more routine tasks and duties assigned to positions within the series including fundamental testing and maintenance of Network Operating Systems (NOS), monitoring the work order queue, and administration of the directory services. Since this class is typically used as a training class, employees may have only limited related work experience.

REPORTING RELATIONSHIPS

Receives general supervision from the Information Technology Manager or from other supervisory or management staff.

MINIMUM QUALIFICATIONS

Experience:	One (1) year of systems management experience with any of the following technologies: network security, mainframe systems, minicomputer systems, data storage technologies, server and/or desktop virtualization, network operating systems (Microsoft, VMware, Linux, HPUX), cloud services (AWS, Azure) or a administrator level certification in one of the following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.
Education:	Equivalent to a bachelor's degree from an accredited college or university with major course work in computer science, business administration or a degree related to the core functions of this position.
License / Certification:	Possession of, or required to obtain within six (6) months, an administrator level certification in one (1) of the following industry recognized programs: Microsoft technologies, UNIX, Linux, security, core operating systems, storage, networking or VMware virtualization technology.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties in the analysis, evaluation, and implementation of computer and/or network systems; to provide technical assistance to all departments; maintain enterprise security; and to assist in the prevention and correction of system malfunctions.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

- Develop long-range and tactical plans for specific, assigned City enterprise systems and software infrastructure solutions; perform routine analysis on the design and efficiency of the infrastructure to ensure that its current and future structure will meet the business needs of the City; install and maintain server, storage/SAN, and printing hardware; administer all software related to management of the enterprise environment.

- Manage complex technical projects in areas such as Enterprise messaging and collaboration, server and desktop virtualization, physical server hardware deployment, storage and SAN networks, business continuity and disaster recovery; Cloud services including AWS and Azure; server operating systems including; Microsoft, VMware, Linux, and UNIX NOS services.

- Administers Active Directory and associated services including DFS, DHCP, DNS, file sharing, network printing, LDAP, ADFS, Group Policy Management certificate management.

- Administers enterprise VMware virtualization environment and related products including vCenter, vSAN, Horizon View VDI, NSX.

- Administers cloud resources (AWS, Azure, etc.) including integration to on-premise infrastructure, connectivity, security, compute and storage.

- Works with scripting tools including PowerShell, Python and PERL.

- Working familiarity/knowledge of network services including switching, routing, virtualized networking and IT security endpoint threat prevention and remediation, firewall filtering, email filtering, compliance standards and vulnerability management.

- Collaborate with other infrastructure and operations teams including network engineering, provide ITIL level 3 support for IT Service Desk incident managers and service practitioners as well as support and interact with IT Security, Application Development, Project Management and Solutions Architect teams

- Develop complex technical specifications for the design or purchasing of enterprise computing hardware including servers, local and fiber storage, network virtualization, hyperconverged solutions, infrastructure monitoring, and related equipment.

- Implement long-term goals and objectives to meet the City's server, storage and data integrity infrastructure based upon the needs of business units.

- Research and evaluate enterprise systems infrastructure to ensure that it meets specifications established by the City; recommend design; installation, and maintenance of equipment.

- Prepare operational reports including project status, equipment, and inventory; develop and maintain procedures and documentation based on industry best practices.
- Prepare cost estimates for budget recommendations.
- Maintain contact with vendors to obtain information on product changes and product innovations; coordinate with vendors on purchase, delivery and installation of solutions.
- Attend professional meetings and conferences as required.
- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:
City of Tempe, AZ: Competencies

JOB DESCRIPTION HISTORY

Revised November 2001 (range adjustment due to market)
Revised July 2003 (MQ change)
Revised January2008 (Flex Class)
Revised March 2013 (Reporting relationship, Duties& Experience update, remove May require DL)

Revised June 2014 (Essential Duties)
Revised August 2019 (Update job title, software program information in MQ's, and job duties)
Revised September 2019 (Update job duties)