

Partnership for Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: **IT Engineer**

Salary Range: \$32,145 - \$36,162

Supervisor's Name and Title:

IT Information Technology Administrator

FLSA Status:

Regular, Full Time

Date of Next Review:

Primary Purpose of Position:

The IT Engineer administers all aspects of the PFC Local Area Network (LAN), associated servers and hardware, as well as, other supported networks of PFC's "Shared Services" partners. The IT Engineer works under the supervision and guidance of the IT Administrator. The IT Engineer's role includes a combination of the following duties:

- 1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- 2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- 3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems

The IT Engineer ensures the effective and efficient operation of the CCPFC LAN and other supported networks, to include; hardware upgrades, software upgrades and expansion of integrated services. The IT Engineer is also responsible for implementing hardware and software configuration changes for new customers, as well as, continued technical support and on-site services after installation.

Planning/Program Development. The IT Engineer plans, designs and implements systems modifications and enhancements of firewalls, routers, switches, etc., under guidance and direct supervision of the IT Administrator and is responsible for assisting with the development of policies and standard operating procedures for proper use.

Duties and Responsibilities:

1. Supports IT services, by serving as backup support agent for the IT Technician, by responding to IT support requests by phone, e-mail and remote services.
2. Responsible for data entry of assigned work order requests into the work order ticketing system.

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3. Installs, configures and troubleshoots all supported technology structures, including; WANs, LANs, wireless connections, mobile devices, etc.
4. Maintains and incorporates a broad knowledge of current operating systems, programming languages and hardware.
5. Supports the administration of servers and server clusters.
6. Plans and supports network infrastructure design and maintenance.
7. Performs troubleshooting, analysis and problem resolution of servers, workstations and associated system problems.
8. Documents network problems and resolutions for future reference.
9. Programs routers, switches and other network devices.
10. Manages user accounts, permissions, e-mail, antivirus and antispyware.
11. Maintains a thorough knowledge of current networking procedures and security best practices.
12. Provides hardware and software purchase recommendations to the Vice President of Information Technology for approval and procurement in coordination with PFC leadership, customers and associated vendors.
13. Implement technical and procedural methods for the implementation of the network servers used in the production environment, as well as interface with internal users, IT personnel and customers on the practical use of these resources.
14. Build, and maintain the servers required for internal testing, customer testing, and production environments.
15. Troubleshoots problems with data storage, web services, mail services and overall aspects of an integrated network solution.
16. Participates in long- and short-range technology planning.
17. Maintains PFC's network data, utilizing on-premise and cloud-based storage and retrieval systems.
18. Monitors system, application and security event logs and makes corrections as necessary.
19. Perform operating system and firmware upgrades for network appliances, as required, including but not limited to; firewalls, routers, switches and hubs.
20. Thorough working knowledge of the network security tools.
21. Must possess the technical skills necessary to troubleshoot service and repair networks.
22. Familiar with remote management services.
23. Monitor and apply critical and security updates for all servers.
24. Responsible for the creation and maintenance of file, folder and share integrity by applying Windows rights and permissions on all systems and servers.
25. Installs and configures all necessary network devices.
26. Ensures and maintains physical security of PFC technology storage areas and network rooms.
27. Escalates complex problems to the IT Administrator
28. Monitors and reports any compliance issues regarding the network security policy to the IT Administrator and the Vice President of Information Technology for response.
29. Ability to travel independently within a defined region and acts as a field service technician to other collaborative agencies for on-site systems support in coordination with or in absence of the IT Technician.
30. After hours support and overnight, offsite work may be required.

In Addition.

- In the event the IT Engineer possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

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- Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

- It is the responsibility of all staff to contribute to the positive work environment at PFC.

- PFC staff may work multiple grant activities; Time worked may be allocated as appropriate.

- PFC staff may work in other counties at the direction of the PFC President or designee; Time worked may be allocated as appropriate.

- PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

- The IT Engineer is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS 4)

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times;
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures;
6. Communicates ideas/information for improving efficiency/procedures/cost control
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients
10. Acknowledges and abides by all PFC established policies and procedures

Knowledge, Skills, and Abilities:

1. Thorough knowledge of daily operational procedures and basic maintenance of LAN and WAN systems.

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2. Thorough knowledge of DNS, DHCP, Microsoft Exchange Server, Application Servers, File and Print Services, and the Windows Server Operating System
3. Ability to install setup and properly operate network devices such as firewalls, hubs, routers, and switches
4. Ability to properly install, test and evaluate pilot projects, new software and scenarios in a test lab environment
5. Possess debugging and problem determination techniques and ability to provide problem resolution
6. Assist in conducting substantive technical research and to make formal presentations on summarized findings
7. Assist in developing and recommending cost-effective technical systems improvements in hardware and software
8. Knowledge of networking operating systems within the operating environment, as well as MS Office applications
9. Establishes and controls systems access and security.
10. Prepares and maintains documentation of network configurations and cabling layouts.
11. Develops, maintains and tests disaster recovery plans.
12. Ability to establish and maintain tactful and cooperative working relationships with other staff members, other agencies, consultants and the general public.
13. Superior organizational skills and initiative; capacity to accept and follow through on assigned responsibilities with minimal guidance
14. Ability to establish and maintain effective working relationships with Board and/or committee members, supervisors, peers, private providers, community agencies, and other resources
15. Ability to carry out functions with minimal supervision
16. Ability to foster an environment that minimizes consequential errors
17. Communicates clearly and concisely, both orally and in writing
18. Ability to maintain confidentiality of information in the performance of duties
19. Exhibits a thorough knowledge of the organization's goals, missions and services

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- 20. Possess strong interpersonal skills that allows for appropriate interaction with personnel in the state, in the community, and within the agency
- 21. Works competently with the computer and related software, calculator, telephone, fax machine, copy machine, and other equipment, as required
- 22. Demonstrates a thorough knowledge of the organization’s position regarding the achievement of its goals and missions, and its compliance with legal and regulatory requirements
- 23. Experience in topologies, media, and access method

Education and Experience – - Minimum Requirements:

- 1. Associate’s Degree in Information Technology, Computer Science or other related field or equivalent combination of education and experience. Bachelor’s Degree preferred. Minimum of 3-5 years experience in the operation and technical management of a local area network. One or more of the following certifications are desired; MCSE, CCNA, CCNP, CCIE and CNE.
- 2. Valid driver’s license

Physical Requirements:

- 1. Must be able to lift and carry at least 50 pounds.
- 2. Must be able to perform *Essential Functions* of the position

Employer’s Rights: This job description is general in nature, and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

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| Created /Evaluated | 12/02/2010 | |
| Revised | 7/1/2014 | Added IT Help Desk duties |
| | May 2015 | Changed purposes and duties to align with dept functions |
| | June 2015 | Add compliance with the US Department of Labor, Wage and Hour Division FLSA Sections 13(a)(1), 13(a)(17), and Regulation 29 CFR Part 541 |
| | January 2018 | Revise language to reflect current processes and methods |
| Re-evaluated | | |
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