



## PRINCE GEORGE COUNTY, VIRGINIA

July 2018

### INFORMATION SYSTEMS ENGINEER

*FLSA Status: Non-Exempt*

#### **GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs complex technical work in the planning, installation, operation and repair of networking and electronic data processing equipment and programs; does related work as required. Work is performed under regular supervision.

This is medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds amount of force constantly to move objects, and some heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires stooping, kneeling, crouching, reaching, walking, pulling, lifting, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of 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, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

#### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Assisting in analyzing needs; recommending system purchase and configuration; setting up, managing, and troubleshooting servers and computers and operating systems, network directory services such as Active Directory; implementing backups of servers; assisting with support of voice/data network problems; supporting anti-virus systems; managing networking/data communications equipment; troubleshooting, repairing and maintaining computer hardware, software and networking equipment; installing and upgrading information systems; preparing and maintaining files and records.**

*(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

Assists in analyzing technology needs countywide;

Recommends systems purchases and configurations;

Installs computer software, hardware and related peripheral and networking equipment;

Maintains inventory of County technology assets, systems and supplies;

Provides technical support for systems hardware, software and networking equipment including testing, troubleshooting; and problem resolution;

Makes repairs and/or coordinates repairs with outside vendors and internal support staff;

Performs maintenance of County technology assets to ensure proper operation;

Maintains files and reference materials;

Performs server backups and restoration for County servers;

Researches and recommends software, equipment and system purchases;

Prepares and maintains records of system operational issues and actions taken and maintains resources such as system documentation, manuals, etc.;

Develops and maintains updated record of all users ID's, computer equipment, etc.;

Ensures County technology equipment is being used and operated in accordance with County policies, standards, and procedures;

Manages County's Active Directory environment plans and implements server deployments and migrations;

Plans, implements and manages enterprise computer patch management and County anti-virus system;

Assists and troubleshoots LAN, WAN and voice/data network problems;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Must have a valid Virginia Driver's License;

Performs related tasks as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the operation, uses and capabilities of network concepts, protocols and equipment, main and peripheral equipment, personal computers and portable electronic data processing equipment; thorough knowledge of hardware or software procedures and techniques; thorough knowledge of computer operations systems; thorough knowledge of desktop applications software; some knowledge of general office practices and equipment; ability to understand and carry out written and oral instructions; ability to analyze software programs and program adjustments; ability to make repairs to computers and peripheral equipment; ability to establish and maintain effective working relationships with associates.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in computer science, information systems or related field with course work in computer hardware/software operations; some experience in the operation, maintenance and repair of servers, personal computers and peripherals, desktop application software, networking equipment, and the application of software processes.