

PLANO INDEPENDENT SCHOOL DISTRICT
Job Description

JOB TITLE:	Enterprise Engineer Assistant	WAGE/HOUR STATUS:	Exempt
REPORTS TO:	Director of Technical Support Services	PAY GRADE:	831
DEPT./SCHOOL:	Technical Support Services	DATE REVISED:	10/14/09

PRIMARY PURPOSE:

Provide backup and assistance to the Senior Enterprise Engineer as required; maintain and support the Enterprise Network so that users receive reliable, secure access to required network resources.

QUALIFICATIONS:

Education/Certification:

Bachelor's degree or equivalent
Novell CNE, or equivalent experience
Unix/Linux certifications a plus

Special Knowledge/Skills:

Working knowledge of Microsoft Operating Systems in enterprise environments
Working knowledge of Microsoft Terminal Server
Working knowledge of Database Servers and Database Management (SQL, MySQL, DB2)
Working knowledge of Novell ZenWorks and Group Policy Objects
Working knowledge of web services
Working knowledge of router/switch configurations and protocols
Working knowledge of Virtual environments (VMWare)
Working knowledge of Proxy servers and Web Filtering Servers
Working knowledge of LDAP, including LDAP query statements
Working knowledge of network monitoring tools
Excellent verbal and written communication skills
Ability to multi-task under pressure
Self-motivated and directed, advanced people skills, and team oriented
Willingness to execute written employment contract with Plano ISD

Experience:

Three years experience in systems and network administration

MAJOR RESPONSIBILITIES AND DUTIES:

Assist the Senior Enterprise Engineer in support of network services/resources/components.

Configure, manage and support Microsoft Terminal Server and its integration with Novell Directory Services, ZenWorks, Group Policy Objects and printing.

Configure, manage, upgrade, and support Bluecoat Proxy servers and Websense Enterprise Server. Integrate dynamic LDAP groups based on eDirectory user attributes.

Configure LDAP services and queries.

Configure time synchronization using NTP and proprietary protocols.

Diagnose and troubleshoot network issues using protocol analyzer.

Install, configure, and troubleshoot naming and delivery protocols such as DNS, DDNS, DHCP, SLP and WINS.

Evaluate, counsel and assist academic departments in the implementation of third-party vendor hardware and software.

Be cognizant of specialized business hardware and applications used throughout the district.

Test, evaluate and integrate new network environments.

Create ZenWorks Snapshots of application installations. Test playback and customize, as needed.

Design/install/support computer system policies.

Design/install/support computer imaging process.

Provide advanced Novell Directory Services troubleshooting and health checks.

Maintain, configure, upgrade and support the district's firewall system.

Maintain, configure, upgrade and support the district's Internet connection/equipment.

Provide advanced network switch/router troubleshooting.

Protect/recover network servers/workstations from harmful applications such as viruses

Respond to Help Desk support calls and resolve them in a timely manner.

Communicate with vendor support personnel to resolve hardware and software issues in a timely manner.

Provide training for network staff.

Provide on call technical support for the district network.

Provide after-hour/weekend support for special projects.

Keep certifications current.

Attain advanced certifications as required.

Attend technical conferences.

Share knowledge and experience by presenting at conferences.

Follow all rules, regulations and policies of Plano ISD and follow directives from superiors.

Follow attendance policy as assigned by supervisor.

Perform other functions that may be assigned by the Administration and/or supervisor.

WORKING CONDITIONS:

Mental Demands:

Ability to communicate effectively (verbal and written); interpret policy, procedures, and data; coordinate district functions; maintain emotional control under stress.

Physical Demands/Environmental Factors:

Frequent district wide travel; occasional prolonged and irregular hours. Work with frequent interruptions. Frequent standing, stooping, bending, kneeling, pushing and pulling. Prolonged use of computer and repetitive hand motions. Occasional lifting up to 50 pounds.

The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. The Administration and/or supervisor have the right to add or change duties at any time.

This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

Approved by _____ Date _____

Reviewed by _____ Date _____