

## **JOB DESCRIPTION**

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**TITLE: Systems Engineer – SCCM Infrastructure**

**DEPARTMENT: Engineering Services**

**REPORTS TO: Chief Technology Officer**

**FLSA: Exempt**

**APPROVED/REVISED DATE: 10/01/2021**

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### **POSITION SUMMARY:**

This position is responsible for defining and implementing standard guidelines in the usage of SCCM or ManageEngine including hardware and software inventory, software distribution, MDM, remote applications, package creation and end-user experience.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Establish and maintain system configurations for the SCCM or ManageEngine environment, including primary and secondary site servers and clients.
- Recommends SCCM architectural design updates and configuration modifications.
- Develop and utilize tools for remote management and support of SCCM client computers.
- Develop and maintain operational support procedures for the SCCM environment.
- Architect, create, develop and maintain standard workstation images for desktops and laptops; fully automate zero touch build process.
- Provides expertise in the following imaging solutions: SMS/SCCM/OSD and WSUS.
- Architect and implement patch distribution management (desktop and server).
- Ensure workstation operation system has the latest security updates (Microsoft and non-Microsoft products), service packs, and manage BIOS & driver maintenance.
- Strong understanding of the SCCM or ManageEngine Application Model and detection methods.
- Create, deploy and maintain automated installations through the use of scripting language e.g., PowerShell, VB Script, JavaScript, Python, Perl or other languages.
- Strong proficiency in managing DNS, DFS, and Certificates.
- Strong proficiency in Active Directory group policies and application groups.
- Ability to collaborate with resources across multiple disciplines.
- Ability to design and document complex workflows.
- Maintain up-to-date documentation and follow best practices in application and system environments.
- Maintain relevant training and certification as required.
- Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS (EDUCATION, EXPERIENCE, SKILLS AND ABILITIES)**

- Bachelor's degree in information systems, computer science, computer engineering **or** equivalent combination of education, training and significant work experience
- Minimum 5 years' of system administration experience with Windows Server 2008, 2012, and 2016 operating systems.
- Minimum 3 years' of experience in server and desktop virtualization platforms such as VMWare, Citrix XenApp Server and/or XenDesktop preferred.

- Minimum 3 years' of experience with automated monitoring systems and technologies, with practical knowledge of MS SCOM, SCCM or ManageEngine, and automated patching procedures.
- Expert-level knowledge of key dependent software technologies such as, Active Directory, WINS/DNS/DHCP, network configurations and protocols, Windows Server and Desktop operating systems, DCM (Desired Configuration Management) setting up baselines.
- Experience creating reports for internal and external use.
- Self-directed, able to prioritize and effectively handle multiple projects at a time under high-pressure and challenging situations.
- Excellent organizational, time management, written and verbal communication skills
- The ability to work quickly and accurately in a shared community environment.

#### **TECHNICAL SKILLS/CERTIFICATIONS**

- Must possess current **certification** in the following subject areas: Microsoft Certified Professional (MCP) or equivalent **OR** Microsoft Certified Solutions Expert (MCSE) preferred

#### **WORK ENVIRONMENT**

- The employee is exposed to various business environments with quiet noise levels.
- Position is administered in an extremely fluid, fast paced fashion with multiple high-priority demands.

#### **PHYSICAL DEMANDS**

- While performing the duties of this position, the employee is regularly required to talk or hear.
- The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 40-60 pounds.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.
- May require occasional travel

**ACKNOWLEDGEMENT**

I acknowledge the receipt of my job description and understand the responsibilities, duties, and requirements to perform the position. In addition, my supervisor has provided me with answers to any questions I had concerning the position.

I as an employee know that I am expected (and required) to perform the duties outlined in this job description. Any refusal or willful violation to perform such duties may result in disciplinary action.

I expressly acknowledge that: (1) I have not been employed for any definite period of time; (2) my employment is terminable at any time at the will of either the company or myself; and (3) no change in the "at will" nature of my employment will be valid unless made in writing and signed by the President of the company.

I am also aware that this position will include any and all (various) duties assigned to ensure the proper functioning of operations in the department/area. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is determined by the company to be a reasonable assignment to the position.

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Employee Name (Printed)

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Employee Signature

\_\_\_\_\_  
Date