



CHRISTIAN BROTHERS HIGH SCHOOL

Position: Systems Engineer

Reports to: Director of IT

Employment Status: Full-time, Non-Exempt

Salary: Generous compensation and benefits package

Position Description

The Systems Engineer position exists to support Christian Brothers High School in the design, configuration and installation of hardware and software for the administration, staff, faculty and students. This includes software, hardware, and operational support to ensure minimal down time and greatest productivity.

Essential Job Duties and Responsibilities

1. Providing help desk / technical assistance and support for all technology users for client hardware and software issues.
2. Fully resolving all technical issues by identifying and implementing solutions.
3. Identifying when system problems require larger-scale resolution, such as manufacturer training, product replacement or upgrade.
4. Installing new software and maintaining licensing compliance.
5. Software and hardware testing.
6. Update support ticket statuses in the school helpdesk application.
7. Assist in the maintenance of Active Directory for all faculty/staff and student users.
8. Manage Apple licenses, including iPads.
9. Assist in 3rd party software issues.
10. Manage the telephone directory for the school.
11. Assist with network, server and wireless issues.

Job Qualifications and Competencies

1. Minimum of three years' experience supporting multiple users in a Windows environment.
2. College or technical degree in the technology field. A very high demonstrable technical aptitude and more professional experience might, in some circumstances, be an acceptable substitution for one of these degrees.
3. Ability to provide inspirational support, advocacy and technology assistance to faculty and students.
4. Ability to diagnose and solve a wide range of problems with operating system, hardware, and applications efficiently and effectively.

5. Strong organizational skills; ability to manage interrupt-driven workload.
6. Strong understanding of the Windows and Mac operating systems, Windows servers, wired and wireless networking.
7. Demonstrated time management skills; ability to prioritize support requests, and work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
8. Demonstrated ability to focus on the task at hand and excellent attention to detail.
9. Effective, polite and eager communicator, both written and verbally. Calmness and rationality with a strong focus on the customer. Ability to project a professional demeanor at all times and under pressure.
10. Team-player with strong customer service orientation. Ability to work well with a diverse group of students and colleagues; willingness to be an active, enthusiastic member of the Christian Brothers High School community.
11. Demonstrated experience in current technologies including state-of-the-art hardware and software capabilities.
12. Commitment to supporting equity and inclusion at Christian Brothers High School.
13. Clear commitment to the educational philosophy and mission of the school as articulated in the Core Principles.
14. Fluency in reading, writing and speaking in English.

Physical Requirements and Work Environment

1. Crawl under or around furniture to install computer equipment
2. Must be able to comfortably and safely climb ladders and reach to install computer wiring and perform other tasks, bend, pull, reach, kneel, stoop and see for near and far work.
3. Exposed to a combination of normal office type environments, outdoors and shop environments
4. Must be able to lift at least 25 pounds unassisted, travel comfortably across the campus and view a computer screen and type on a computer keyboard at least 90% of work time.

Interested individuals are invited to submit a resume and cover letter outlining their qualifications to hr@cbhs-sacramento.org by July 31, 2018.