



San Diego Futures Foundation
4283 El Cajon Blvd, Suite 220, San Diego, CA 92105
T: 619-269-1684 | F: 619-269-3471
www.sdfutures.org

San Diego Futures Foundation Job Description

Job Title: Systems Engineer

Who should apply for this position?

- 3+ years of relevant professional experience
- 3+ years of consulting experience, preferred but not required
- Bachelor's degree in Computer Science
- MCSA, MCSE or MCITP is preferred
- CompTIA A+ Certification is required
- CCNA is preferred
- California Drivers' License and Automobile Insurance policy
- Reliable transportation

ORGANIZATION BACKGROUND

The mission of SDFFF, a local nonprofit 501c3 serving the entire of San Diego County, is to improve people's lives by making information technology available to underserved individuals, organizations and disadvantaged small businesses through training, education, technical services, and equipment. SDFFF is supported by a variety of local funders including the County of San Diego. For more information please visit www.sdfutures.org

OVERVIEW

The Systems Engineer provides advanced technical services and support to internal and external clients while being part of SDFFF's technical leadership team.

JOB SUMMARY

The Systems Engineer is responsible maintaining and upgrading multiple server environments for SDFFF and external clients throughout San Diego County. Server environments include Windows, Exchange, SharePoint, SQL, Symantec Backup Exec, VMware and Onsite Manager. The Systems Engineer is also responsible for managing and maintaining internal firewalls such as SonicWALL and Cisco.



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RESPONSIBILITIES

- Work with internal and external clients to establish expectations, gather input, define requirements, and define roles and responsibilities for systems engineering, systems maintenance or architecture development projects
- Review and advise clients on relevant existing and emerging networking products and solutions and their potential impact on clients' systems or enterprise architecture products
- Review and evaluate contractor deliverables to proactively identify architecture issues early and recommend architectural and/or technical solutions and procedural changes that will mitigate risks to information systems
- Provide technical configuration support and maintenance to a Microsoft based environment both on-site and off-site for internal and external clients
- Analyze test network data to support network monitoring capabilities
- Provide end-user support related to hardware and software troubleshooting, and/or account maintenance as necessary.
- Maintain system and network documentation

SKILLS

- Firewall administration, Cisco, Sonicwall
- Windows SBS, 2008, 2008R2 Server, Exchange, SharePoint
- Microsoft Office 2007, 2010 suite, solid understanding of Outlook/Exchange
- Dell, HP servers and workstations
- Anti-virus, anti-spyware, anti-spam apps
- LAN, switches, routers, troubleshooting, high level knowledge of TCP/IP
- POP, SMTP, FTP, SSH, HTTP, SSL
- Blackberry, PDA, smart phones, connections with Exchange email server or other mail hosts
- Ability to take small levels of guidance and explore alternative and configuration solutions
- Must understand the latest in Microsoft technology and have the ability to optimize network traffic performance
- Thorough understanding of Active Directory principals and best practices
- Excellent customer service, communication and professional demeanor
- Excellent technical, analytical, and problem-solving abilities
- Ability to multi-task and manage conflicting deadlines
- Self-starter, ability to prioritize and work independently with minimal supervision
- Creative, detailed and process oriented



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EXPERIENCE AND EDUCATION

- 3+ years of relevant professional experience
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- Bachelor’s degree in Computer Science
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PHYSICAL JOB DESCRIPTION

The work environment is a typical air conditioned office with cubicle-style desks and low-to-moderate sound levels. The position requires the employee to work outside of the office and to interact with external clients throughout San Diego County. The Systems Engineer will be provided with a Windows 7-based PC, a telephone and office supplies to use for work related purposes. Physical tasks include typing and occasionally lifting small boxes less than 50lbs.

TASKS AND TIME USE

Task Name	Description	% of Time Spent
End-user Support	Provide end-user support to SDFF staff and external clients, including hardware and software troubleshooting, and account maintenance	30%
Server Maintenance	Manage, maintain and upgrade multiple server environments including Windows, Exchange, SharePoint, SQL, Symantec Backup Exec, VMware and Onsite Manager.	60%



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Administration	Enter timesheets and expenses, attend staff and board meetings, and attend trainings.	10%
		100%

REPORTING

The Systems Engineer reports to the Director of IT Services and works cooperatively with all SDFFF staff.

TERMS

- Wages: Hourly
- Hours: Full time
- Classification: Non-exempt
- Compensation: \$15 -\$25 hourly

I have read and understand the above job description. I also understand this is just a guideline to use when doing my job and not to be construed as a contract. I further understand, as an at-will employee I or SDFFF can terminate this employment relationship for any reason. This position within SDFFF is a grant funded position and may be terminated in the event of loss of funding.

By signing this job description I confirm that I am also capable of successfully performing the duties of this position as described. While this job description is intended to be an accurate reflection of the job requirements and accountabilities, SDFFF management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

 Employee Signature

 Date

 Director/Manager Signature

 Date





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