



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 08/15
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Systems Integration Engineer

JOB SUMMARY

Assists in the planning, maintaining and implementing of classroom and computer lab technology in accordance with established standards. Responsible for centralized management and oversight of the Microsoft System Center Configuration Manager for all three campuses. Primary emphasis is on managing multi-campus customer service needs, deploying applications and operating systems, and acting as a technical escalation point for all of Client Services. Must be able to manage and implement Group Policy and Active Directory Services. Responsible for managing, upgrading, and maintaining Office of Technology's asset management system. Must be able to work in a constantly changing and demanding classroom technology environment requiring a high degree of customer service support, strong technical skills to assess problems with equipment, strong software skills for classroom technology support purposes, and organizational skills for effective marketing of classroom technology. Is also responsible for recommending new procedures for classroom and computer lab technology and functionality, working with faculty and staff to determine their software and hardware needs, ensuring timely implementation of technology tools, facilities, and resources, and facilitating developmental opportunities for end users. Good time management, organizational, and technical skills are needed to ensure that the classrooms are operational, documented, and accessible. Will be responsible for recommending new procedures for classroom and lab technology and functionality, ensuring timely implementation of technology tools and resources, and facilitating developmental opportunities for end users. Responsible for the development of multi-campus end user software and hardware initiatives. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Technology Denton

Supervises: May supervise student assistants and temporary staff

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ESSENTIAL DUTIES - *May include, but not limited to the following:*

- Maintains, upgrades, and oversees Microsoft System Center implementations.
- Maintains and implements Group Policy and Active Directory Services.
- Maintains, updates, and upgrades asset management systems for the Office of Technology.
- Serves as technical escalation point for Client Services.
- Supports standardized software installation, including training and troubleshooting.
- Consults and assists other teams within the Office of Technology.
- Serves as a liaison between information technology services, end users and vendors.
- Maintains procedures and policies to ensure the security and integrity of systems/networks.
- Records and evaluates metrics.
- Evaluates the current SCCM environment as well as our design for additional infrastructure, in terms of best practices and suitability for meeting present and future SCCM functionality requirements.
- Remotes computer health checks (hardware, free disk space, memory, CPU, Antivirus definitions and malware detection).
- Creates collections and advertisements for mass software distribution.
- Recommends new procedures for troubleshooting and maintenance.
- Works with vendors and contracts to identify best value determinations on hardware and software, securing best pricing and quality for the University.
- Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.
- Responds to emergency or on-call situations in a timely manner.

ADDITIONAL DUTIES

- Provides University or community-related service that may or may not directly impact institutional goals.
- May serve as Project Manager of multiple technology projects.
- May be asked to serve on multiple University committees.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent is required. Some college and technical short courses and seminars relating to computing preferred. Associate's degree or Bachelor's degree preferred. Microsoft System Center Configuration certification preferred. ITIL, HDI, and Security certifications preferred.

EXPERIENCE

Five years hands-on experience with administration and server systems is required. Some college and technical short courses and seminars relating to computing and Apple/Mac certifications preferred. A combination of education or experience equivalent to a Bachelor in Computer Science, or a related field in technology preferred. Technology, network, and system administration certifications preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Expert level administration of Windows Server (2003-2012 R2) and Windows 7, including settings, services, roles, security, and configuration.
- Full, end-to-end operational responsibility for production SCCM 2012 environment from client to server Ensures correct installation, configuration, use, and maintenance of the Microsoft SCCM Platform.
- Develop and plan for the deployment of additional SCCM server infrastructure as needed.
- Perform Microsoft SCCM administration, server, and daily monitoring tasks as required.
- Plan, design, and implement System Center Products with an emphasis on SCCM
- Knowledge on upgrade path from SCCM 2007 to 2012 R2.
- Experienced in implementing, migrating, maintaining and supporting Microsoft System Center Configuration Manager.
- SCCM 2012 deployment and infrastructure knowledge including troubleshooting experience.
- Core understanding of Windows Server Operating Systems.
- Understands Active Directory, DNS, Group Policy, TCP/IP, and DHCP.
- Strong experience with writing and troubleshooting Group Policy Objects (GPOs), including software deployment and security settings and configurations.
- Expert knowledge of Microsoft operating systems, software packages and products, including working knowledge of Windows operating systems (past, current, and projected).
- Installing, Configuring and Troubleshooting Microsoft System Center 2012 Products.
- Design, build and support of Systems Center Configuration Manager 2012 R2.
- Develop, document and use industry best practice's to deploy SCCM.
- Oversees, recommends, and implements database solutions and enhancements to ensure an improvement in system reliability and performance.
- Understanding and Managing SCCM 2012 Operating System Deployment (OSD) implementation.
- Experience in OS Deployments via PXE or boot media.

- Troubleshooting OS Deployment failures.
- Develops and executes enterprise workstation imaging and deployment methodologies.
- Create and validate test packages for Microsoft workstations operating systems.
- Package integration with Microsoft System Center Configuration Manager 2012 (SCCM) task sequences.
- Develop custom application packages and rewraps of existing vendor packages as necessary.
- Packages, tests and deploys automated desktop application installations within a SMS and SCCM framework throughout the organization.
- Manage packages, collections and assignments in the SCCM console.
- Develop and document a roadmap for the packaging of all applications and images.
- Creating and maintaining application packages and software updates for deployment via SCCM.
- Monitor production Package/Application/Operating System Deployment process on an Enterprise level.
- Provide deployment status/update reporting on an Enterprise level as required.
- Prepares standard statistical reports.
- Monitors the health of systems, including servers and clients' ability to engage in self-directed learning of new technology quickly and efficiently.
- Ability to maintain a positive track record of successful communication and problem-solving skills.
- Strong customer service skills required.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to Apple/Mac, PCs and networks.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or

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practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.