



Systems Engineer I #02337

City of Virginia Beach – Job Description

Date of Last Revision: 11-20-2020

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 14

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Perform information technology systems engineering via the application of technology standards and industry best practices on an around-the-clock availability with limited oversight by senior technical staff or management; perform related work as required.

Representative Work Functions and Responsibilities

Work less complex projects with oversight of senior engineers, or participate with higher level systems engineers on broad-scale or more complex projects in the discussion of clients' needs; the design, preparation, and review of systems specifications and configurations for creating hardware/software systems to meet city needs; and in selection of software and hardware products to make up computer systems to fulfill requirements; and in the development of RFPs, contracts, and other documents to ensure compliance with city policies and current principles of information processing; respond to routine work requests with minimal supervision.

Review and prepare specifications and estimates for the installation and maintenance of hardware and/or software to ensure conformance with departmental standards, city policies, vendors specifications, and industry best practices. Once manufacture-supplied or internally developed systems are installed, test system and troubleshoot bugs to ensure proper connectivity and compatibility/integration with interconnected systems.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Effectively research and answer technical system inquiries within specified deadlines; thoroughly document system release modifications and maintenance; utilize and apply available technical system reference materials and sources; demonstrate an ability to maintain current technical knowledge and skills through independent research, pursuit of technical certifications, or other reference material; effectively communicate and utilize all available resources including vendor personnel and services in problem resolution; effectively prepare technical reports; aid in the preparation and coordination of system enhancements; minimize system downtime through careful system maintenance; assume ownership of

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assigned tasks and manage them to completion; with limited assistance; maintain effective working relationships; is proficient in utilizing tools and applications to monitor, configure, and troubleshoot systems to ensure maximum availability.

Minimum Qualifications

Requires a Bachelor's Degree in an Information Technology related field plus two (2) years of professional IT experience; OR any combination of education (above the high school level) and/or professional progressive IT experience equivalent to six (6) years in fields utilizing the knowledge, skills and abilities in technology systems, systems functions and systems capabilities; and associated with such positions as Systems Engineer, Network Engineer, Database Administrator or Programmer Analyst.

May be required to have a current and valid driver's license.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

Position may require two or more Professional Industry Certifications specific to the work to be performed and maintain currency of those, or successor, certifications; such required certifications will be listed in the requisition that announces the vacancy.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of applicable industry standard information technology systems, systems functions, and systems capabilities.
2. Knowledge of information technology principals, best practices, and fundamentals in assigned area of responsibility.
3. Knowledge of City, departmental, and division policies, procedures, guidelines, directives, and standards.
4. Knowledge of basic technical administration and support of information technology systems.
5. Knowledge of basic information and data security and privacy principles and best practices.
6. Knowledge of industry standard data processing concepts, including hardware and software troubleshooting and best practices in the assigned area of responsibility.

B. Skills

1. Skill in communicating with vendors, technical staff, customers, and management.
2. Skill in performing technical research and troubleshooting in the areas of hardware and software.
3. Skill at reading and applying routine technical reference data.
4. Skill in basic technical documentation.
5. Skill in the operation and/or use of information technology systems.

C. Abilities

1. Ability to interpret documentation and design specifications for information systems with the guidance of senior technical staff.
2. Ability to provide technical advice on basic hardware and/or software limitations and capabilities.
3. Ability to resolve routine system problems.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

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4. Ability to maintain vendor supplied or internally developed information technology systems.
5. Ability to establish effective working relationships among departmental and vendor personnel.
6. Ability to take direction prioritizes work, get clarification when needed, and work effectively in a team environment.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires light work that involves walking or standing most of the time and involves exerting up to 20 pounds of force on a regular and recurring basis; requires skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of tools and equipment within moderate tolerances or limits of accuracy.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies extensive understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

The job may risk exposure to bright/dim light, dusts and pollen, extreme heat and/or cold, wet or humid conditions, extreme noise levels, animals/wildlife, traffic and moving machinery.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell and depth perception.

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