

# Rocklin Unified School District

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## Job Description

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| <b>POSITION TITLE:</b>   | Systems Engineer                                                                   |
| <b>SALARY PLACEMENT:</b> | Administrative Salary Schedule<br>Rocklin Administrative Professionals Association |

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### SUMMARY:

The Systems Engineer is responsible for the planning, organization, coordination, and implementation of the school and district technology systems; including the design, installation, maintenance, repair and replacement of all local and wide-area networks, information systems, computer systems, software and hardware. Provides mentorship and technical training for other technical staff at the district level and school sites. In addition, the Systems Engineer will administer and design the technical components of the current and future information systems which may include databases, Internet/Intranet, electronic mail, web page development, application software, data distribution, network application, system and server architecture, security design, and user support methods.

### SUPERVISOR:

This position reports directly to the Chief Technology Officer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

The essential duties and responsibilities for this position include, but are not limited to, the following:

1. Participates in the implementation and maintenance of the school district's technology program including the design, installation, and maintenance of all local and wide area networks, and the repair and replacement of existing computer data and storage systems, software and hardware.
2. Provide training, as needed, to district/school staff, other Technology Services Department staff, and students as needed.
3. Administers technical components of existing computer software and hardware, including databases, internet/intranet, electronic mail, web page development, application software, data distribution, network application, system architecture, security design, and user support methods.
4. Assists school sites in technology management; implementation and assessment of the site's technology plan.
5. Design, installation, maintenance and repair all site and district local and wide area networks.
6. Provides support services to ensure that technology is used for efficient communication, clerical, fiscal, and instructional functions.
7. Maintains a variety of technical records and prepares technical reports.
8. Trouble shoots software and hardware problems.
9. Reviews and updates the procedures, time lines and plans for the acquisition and implementation of technology.
10. Recommends and helps determine technology and software for purchases and adheres to the district acquisition plan.

11. Performs analysis of network and systems needs; contributes and makes recommendations for design integration, installation, and modernization.
12. Installs and maintains local area network hardware and software, including servers, peripherals, network nodes, terminals, and wiring.
13. Monitors and maintains network and server performance and stability.
14. Communicates and coordinates network schedule, backups, and downtime to users.
15. Performs related duties as required.

**KNOWLEDGE OF:**

- Theory, principles and practices of network technology.
- Personal computers, servers, printers and other LAN and WAN equipment.
- Hardware and software trouble shooting.
- Operating System and applications software.
- Quality customer service practices.
- Information Technology (IT) Service Management principles.
- Record keeping and report preparation.

**ABILITY TO:**

The following personal characteristics and skills are important for the successful performance of assigned duties.

- Troubleshoot software and hardware problems; systemic problem solving and resolution.
- Train and service computer users.
- Maintain records and prepare reports of work activities to be used in providing information regarding the services of the department.
- Work nights and weekends as needed.
- Provide excellent customer service; improve customer service perception, and satisfaction.
- Communicate effectively with staff and other stakeholders as necessary; keeping them informed of progress, status, and notification of changes.
- Work effectively in a team and self-directed.
- Escalate or route service issues as required.
- Demonstrate business and instructional process awareness; specific knowledge of the “customer” and how IT relates to their strategy and goals.
- Document internal processes and procedures related to duties and responsibilities.
- Work effectively within a service ticketing system.
- Review IT and Educational Technology publications and online materials to remain up-to-date with current and future technologies and emerging trends.
- Mark equipment according to established procedures for purposes of maintaining appropriate inventory records of equipment.
- Schedule and prioritize work for the purposes of planning and organizing completion of projects.
- Evaluate performance of equipment for purposes of providing information and recommendations regarding purchase of new equipment and systems.
- Attend and participate in staff meetings, workshops, conferences and classes, as assigned, in order to increase professional knowledge.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of employees and students.
- Perform other related duties as assigned.

**EDUCATION:**

Graduation from a four-year accredited college or university with a degree in computer engineering or computer sciences is preferred. A combination of related educational and field experience is acceptable.

**EXPERIENCE:**

Four years progressive advancement in the field of computer systems demonstrating experience in IT Services, with support and maintenance in a K12 educational environment is preferred.

The ideal candidate should have 4+ years experience and working knowledge in the following areas:

- Networking: HP/Cisco Products, networking technologies, protocols, wireless, VoIP, routing and security
- Systems: Microsoft Products including all operating systems, Exchange, Active Directory
- Virtualization: VMware and Citrix technologies
- Storage: iSCSI SAN and NAS
- Backup: Symantec Backup Exec

**CERTIFICATES, LICENSE, REGISTRATIONS:**

Valid California Driver’s License

Any Information Technology or Educational Technology related certification is preferred.

**PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand, walk, use hands, and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Medical Category II:

1. Position requires moderate physical exertion associated with the ability to lift, carry, push, pull or climb.
2. Position requires physical capability for sustained physical work; requires strength and endurance associated with moderate physical effort.
3. Position requires moderate physical effort while performing continuous moderate lifting.
4. Lifting 50 pounds maximum or carrying any object weighing up to 25 pounds.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in indoor environmental conditions. The employee is occasionally exposed to video display, moving mechanical parts, and outdoor weather conditions. The employee uses personal vehicle for work-related travel. The noise level in the work environment is usually moderate.

Adopted Date:       October 18, 2000  
 Revised Date:       May 28, 2013  
 Adopted Date:       June 19, 2013

**The Rocklin Unified School District does not discriminate on the basis of color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, mental or physical disability in its educational programs, activities, or employment. All educational opportunities will be offered without regard to color, race, religion, ancestry, national origin, age, sex, sexual orientation, gender, ethnic group identification, and mental or physical disability.**

**No person shall be denied employment solely because of any impairment which is unrelated to the ability to engage in activities involved in the position(s) or program for which application has been made. It is the responsibility of the applicant to notify the employer of any necessary modifications to the job or work site in order to determine whether the employer can reasonably accommodate any known disability.**