Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org

Quil Ceda Village
qʷəl'sidəʔ ʔalʔaltəd

JOB TITLE: **System Engineer**

DEPARTMENT: **Tulalip Data Services**

JOB DESCRIPTION: This person will provide technical expertise in system administration, domain configuration, active directory, group policy, security, anti-virus, DNS, print servers, web/IIS servers, storage systems, patch management, incident response, and disaster recovery. This person will also design, plan, deploy, maintain and monitor existing Windows server infrastructure and assist in defining standards. Additionally, this person will join a highly technical team and be an escalation point for infrastructure/server related issues from Help Desk.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx. For more information or questions, please visit: http://quilcedavillage.org/Employment or call Quil Ceda Village HR at 360-716-5016.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: IT Services Manager

EMPLOYEE SUPERVISES: None

EDUCATION:

- High School Diploma or GED equivalent (**Required: must attach copy to application**)

- MCSA: Windows Server 2012 or higher/equivalent [Microsoft Certified Solutions Associate] (**Required: must attach copy to application**)

SKILLS:

- Must be able to troubleshoot server failures, identify root cause, and perform patch management

- Must be able to troubleshoot, identify, and replace failed electronic components

- Must be able to keep accurate documentation of system repairs and equipment replacements

- Must have thorough knowledge of server operating systems and configurations

- Must have thorough knowledge of Microsoft Exchange, email security, and spam filtering solutions

- Must have ability to manage enterprise antivirus systems and related security solutions

- Must have experience in web technologies, IIS, DNS, and TCP/IP protocols

- Must have ability to manage virtualization technologies

- Must have thorough knowledge in supporting and maintaining network storage systems such as NetApp, Storage Spaces Direct

- Must be able to support virtual backup systems and online recovery technologies

- Must be able to support and maintaining Microsoft SQL Server systems

- Must be able to work well under pressure and within time restraints
- Must have excellent verbal and written communication skills
- Ability to work independently with little supervision, prioritizing and completing assignments and tasks

EXPERIENCE:

- Must have a minimum of four (4) years' experience working with virtualization technologies
- Must have a minimum of four (4) years' experience managing client/server enterprise applications
- Must have a minimum of four (4) years' experience with datacenter hardware including enterprise-class servers, enclosures, racks, data stores, networks, and security appliances

OTHER REQUIREMENTS:

- In-depth knowledge of network monitoring technologies
- Working knowledge of Microsoft System Center Configuration Manager (SCCM)
- Working knowledge of identity management and monitoring solutions such as Adaxes and Netwrix
- Must have experience with, and expertise in many of the following protocols and technologies TCP/IP, DNS, SMTP, POP3, and HTTP, Active Directory, DHCP and WINS, Terminal Services, Print Servers, and Group Policy.
- Must understand information security policies such as HIPPA and PCI
- Must be willing to attend progressive job-related training as requested
- Must be willing to work "on-call" to support tribal and commercial clients 24/7
- Must be able to work a flexible work schedule to support extended coverage.
- Must have a successful employment history with the Tulalip Tribes and/or other current and past employers

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- **Manual and** finger dexterity for the operation of a personal computer and routine paperwork
- Stamina to sit, stand, and/or walk for prolonged periods of time
- Tolerance to be exposed to computer screen for prolonged periods of time on a regular basis
- Ability to lift and carry 40 lbs. on a frequent basis
- **Mobility to bend, stoop, and/or climb** stairs on an occasional basis

SPECIFIC JOB PERFORMED:

- Leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations
- Determines, troubleshoots, and resolves hardware, software and server-based problems
- Manages Active Directory user accounts and file permissions in a production environment
- Manages virtualized Windows Servers in multiple data centers
- Installation, configuration, support, and maintenance of Microsoft Exchange, related data equipment, and storage solutions
- Administer core service systems and applications such as Exchange, IronPort, Teams, ERP systems
- Deploy, configure, and manage infrastructure monitoring systems to support service levels

- Ensures high availability and acceptable levels of performance of mission critical server resources
- Develops procedures, programs and documentation for disaster recovery of network systems and server-based applications
- Develops new system and application implementation plans and testing procedures to ensure operational reliability
- Provides Tier 3 Help Desk support and follows support escalation processes as defined
- Performs routine preventative and corrective maintenance on various types of datacenter equipment
- Creates and maintains standard operating procedures and other necessary documentation
- Stays current with technological developments in systems administration and recommends new technologies
- Prepare reports and team metrics
- Provides on-call advanced technical support to end-users and external customers
- This position is expected to drive on a weekly, sometimes daily basis in the execution of job duties
- Performs other related duties as deemed necessary or requested

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.