



JOB DESCRIPTION

Technology Systems Support Engineer (IT Operations)

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT3
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: Assistant Director (IT Systems Operations)	FLSA STATUS: Exempt
CLASSIFICATION: At-Will	DATE: 6/8/2021

Our Mission: Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

Our Vision: A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

Our Guiding Principles: **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

POSITION SUMMARY

The Technology Systems Engineer is responsible for supporting and overseeing the operations of a virtual environment with the appropriate experience necessary to support multiple disciplines that include: Cisco UCS, Citrix XenApp, Citrix Xen Desktop, App-V, Hyper-V, desktop provisioning, application streaming and packaging via App-V, remote access, and security and systems monitoring within the virtual environment via SCOM.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree required in Information Technology or related field.

CERTIFICATION/LICENSE:

- Citrix Certification preferred.

WORK EXPERIENCE:

- 2 years experience working with the Citrix Platform and 7 years in IT required.

KNOWLEDGE, SKILLS & ABILITIES

- Assists with training of the online tool, guidelines, and processes and provides instructional support on the district wide unit recovery program to middle and high school teachers.
- Serves as a virtual instructional mentor to the adjunct virtual teachers.
- Focuses on student engagement and effective communication strategies and best practices for quality online instruction.
- Enhances course content in the form of remediation, modification and enrichment.



- Coordinates school meetings with Principals, virtual facilitators and credit recovery specialist to evaluate the improvements around online learning and virtual program effectiveness.
- Administers various types of assessments to monitor students' comprehension of content.
- Assists with school wide training to teachers and administrators on online platforms to ensure appropriate use of virtual content.
- Provides virtual instruction as the primary teacher and serves as a virtual tutor via the Live Virtual Learning Center for just-in-time support procedures.
- Maintains an online presence in the course and logs in daily to monitor student progress.

ESSENTIAL DUTIES

- Manages and oversees all aspects of the Citrix Virtual Environment and its infrastructure.
- Designs, builds, and implements testing procedures for all hardware, software, applications, peripherals, and other Citrix components used throughout the district.
- Designs, builds, and implements testing procedures for all hardware, software, applications, peripherals, and components used throughout the school district.
- Provides Infrastructure support for enterprise, business and instructional systems, including working with business and system owners, subject matter experts, and others to refine requirements prior to project execution and deployments.
- Creates and updates documentation and diagrams for the overall Citrix Environment and ensures audit compliance.
- Enforces IT Standards as part of the Citrix testing process, includes new product identification, testing, and selection, vendor management.
- Delivers service in area of expertise as called upon by IT management, in support of the mission and goals of APS.
- Monitors the effectiveness and security of the virtual environment and stays up to date with existing technology developments.
- Meets service level agreement deadlines and provides excellent customer service.
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

PHYSICAL ABILITIES AND WORKING CONDITIONS

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.

Vision: Ability to read small print and view a computer screen for prolonged periods.

Hearing: Ability to tolerate exposure to noisy conditions.

Speech: Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

Upper Body Mobility: Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

Strength: Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.



Environmental Requirements: Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

Mental Requirements: Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

Remote Work Requirements:

Additional Work Conditions & Physical Abilities: Ability to be flexible and adapt as needed between various in-person working environments.

The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.