



JOB DESCRIPTION
Collaboration Engineer

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT3
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: Assistant Director (Data Center IT 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 Collaboration Engineer is responsible for troubleshooting, provisioning, administering, designing, and maintaining the APS Collaboration environment as well as understanding the use and purpose of Active Directory Domain Services, Group Policy Objects, Containers, and Organizational Units.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree in Engineering, Information Technology, Computer Science, or related discipline required.

CERTIFICATION/LICENSE:

- Microsoft Certified Systems Engineer (MCSE) in Messaging preferred.

WORK EXPERIENCE:

- 5 years of experience as a senior level Exchange, Active Directory and Lync/Skype for Business Engineer required.

KNOWLEDGE, SKILLS & ABILITIES

- Strong knowledge of basic networking protocols including TCP/IP, UDP, and LDAP.
- Proficient with installation, configuration, and management of network tools such as DNS and DHCP and have strong troubleshooting skills.
- Ability to perform mail flow troubleshooting.
- Must have strong technical and communication skills.
- Demonstrated ability to apply the concepts and commands required to install, configure, and troubleshoot Active Directory Domain Services, Certificate Services, Federated Services, Azure Active Directory Synchronization and Rights



Management Services, Exchange, Lync, Skype for Business, Hybrid configurations of Exchange and Skype for Business with Office 365, OneDrive for Business, PowerShell, and tools for providing message hygiene.

- Must have the ability to be a liaison with local and field engineering team members and contracted vendors in an effort to maintain immediate response to critical requirements and issues impacting business function, school instruction, or student testing resulting from monitoring and analysis of current data within the systems.
- Must have very strong interpersonal skills as well as written and verbal communications skills.
- Must have the ability to organize work in a precise manner, multitask, and concentrate for long periods.
- Must be able to work under pressure and meet deadlines, be optimistic, energetic, and passionate about their work, and be accessible outside normal business hours to address emergency situations and perform monthly maintenance tasks.
- Analytical thinking.
- Ability to organize work in a precise manner, solves problems using clear logic from problem definition to solution.
- Ability to multitask as well as concentrate for long periods, and is relentless in pursuit of meaningful solutions.
- Able to identify areas where other expertise is required and is willing to be self-directed in gaining knowledge and seeking help.
- Someone at this level is self-motivated, learns quickly, follows instructions precisely, and documents his/her work carefully.

ESSENTIAL DUTIES

- Responsible for upgrading, installing, implementing, deploying, and performing preventive maintenance on Microsoft Windows 2008 R2, 2012, 2012 R2, and 2016 domain controllers as well as Microsoft Windows 2008 R2, 2012, 2012 R2, and 2016 member servers.
- Responsible for the installation, configuration, and management of Microsoft Exchange 2010/2013/2016, Microsoft Lync 2010 and Skype for Business 2015, Active Directory Certificate Services and Federation Services, Azure Active Directory Synchronization Services and Rights Management Services.
- Manages the hybrid configurations for Exchange and Skype for Business with Office 365; have an understanding of email archiving solutions, Advanced Threat Protection Services, Exchange Online Protection, and tools for enhancing message hygiene and reducing spam and malware such as Trend Micro Scanmail for Exchange.
- Develops technology processes for automating repetitive tasks and empowering the Service Desk professionals to resolve more calls on first contact.
- Works under the general oversight of a Manager within IT and work closely with others in IT Infrastructure, Accountability, Information Services, Applications, other APS Business Units, all APS Schools, and many external vendors and service providers.
- Designs, builds, configures, installs, monitors, and supports the Email (Microsoft Exchange) Systems for the entire District.
- Configures, monitor, and supports the Microsoft Lync and Skype for Business Collaboration Environment for the school District.
- Manages and monitors Single Sign On and Azure Active Directory Synchronization Services for the District.
- Installs, configures, tests, and updates Email and Directory Services Servers, Certificate Services, Operating Systems, and related enterprise-class software and monitoring systems for the entire District.
- Provides infrastructure support for enterprise and student applications, including meeting with Business and Application Owners to define requirements prior to project implementation.
- Creates and updates documentation and diagrams for the Exchange, Lync/Skype for Business, Office 365, and Active Directory Environments and ensures Audit Compliance.



- Delivers services in his/her area of expertise as called upon by IT management, in support of the mission and goals of APS.
- Applies, recommends, and implements advanced technology concepts and solutions to improve the efficiency and effectiveness of multiple divisions.
- Performs after hours monthly maintenance on infrastructure supporting the applications under his/her area of responsibility.
- 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.