

**Idaho Judicial Branch
Position Description**

Position Title:	IT Systems Engineer (Virtualization)
Effective Date:	September 2018
Salary Grade/Range:	Grade 16 \$57,268 - \$85,902
FLSA Status:	Exempt – Computer
EEO Job Category:	Professional

General Position Summary:

The IT Systems Engineer (Virtualization) position coordinates multiple systems and technologies in support of Idaho's courts. The position will setup, administer and maintain multi-tiered computing system environments, with a primary focus on virtualization. Additionally, the position will manage new storage and servers strategically located throughout the state as well as existing county-based servers. The position reports to the IT Manager, Infrastructure.

Major Duties and Responsibilities: (The examples provided do not cover all the duties which the incumbent in this position may be required to perform.)

- Engineer, document and maintain VMware environments on Cisco UCS;
- Plans, acquires, installs, configures, and maintains a variety of server, cloud technology, and PC operating systems;
- Monitors performance of all systems, and conducts server, cloud, and PC platform tuning;
- Responsible for infrastructure tasks including provisioning hypervisors, connectivity issues, upgrades, and day-to-day issues and audits;
- Designs, builds, administers, maintains, and troubleshoots complex VMware, Xenserver and Cloud environments.
- Tests and installs upgrades and patches for servers and PCs;
- Creates and maintains a patch update and anti-virus schedule;
- Troubleshoots and maintains all court servers;
- Provide support to customers and other teams and lead/participate in troubleshooting efforts.
- Perform root cause analysis, problem isolation and resolution.
- Practice and verify consistent application of policies, standards and procedures for servers and other hardware/software.
- Maintains standards of operations and systems security consistent with court policy;
- Plans, develops, and implements folder and directory changes/updates;
- Adds, deletes, and modifies user and group accounts and assigns proper security rights;
- Monitors system utilization and recommends/implements system enhancement solutions;
- Performs testing of new software and firmware patches to the storage environment and produces documentation for rolling out to software;
- Works with court personnel to implement existing and new software programs;
- Provides budget information for future hardware and software additions or enhancements;
- Plans, coordinates and conducts hardware and software rotation cycles;
- Develops and writes procedures for installation, configuration, and use of court hardware and software;

- Maintains service logs and monitors service agreements, warranties, and site licenses;
- Configures, implements, and troubleshoots court voice recording system hardware and software;
- Manages network and user files;
- Performs system backups and restores;
- Assists with server administration, Virtual Machine (VM) administration, network printing systems, storage systems, courtroom audio systems, backup technologies, cloud technologies, and other technology platforms or applications as assigned;
- Assists in architecture of new systems;
- Monitors storage system performance and usage;
- Configures systems for growth;
- Troubleshoots and maintains backup systems;
- Performs other duties as assigned.

Minimum Qualifications:

Education and Experience

- Bachelor's degree in Computer Science, Computer Information Systems, or a related field or an equivalent combination of education and experience;
- Four (4) years of experience in systems software, hardware, system analysis, design, programming or network (voice/data) implementation;
- Formal training or experience installing, configuring, administering, and maintaining VMware and Microsoft Windows server operating systems preferred.

Knowledge, Skills, and Abilities

- Knowledge of the installation, maintenance, and operation of server, cloud technology and PC hardware and software including servers, storage area networks (SAN), tape libraries, and printing systems;
- Knowledge of operating systems such as Windows, Windows server and VMware as well as Linux;
- Knowledge of storage systems, architecture, and administration;
- Knowledge of Cisco UCS;
- Knowledge of Citrix systems;
- Knowledge of backup systems and software;
- Knowledge of Core Windows, Linux and IT technologies: Active Directory, DNS, NFS, etc;
- Knowledge of enterprise applications, document imaging and antivirus software packages;
- Ability to work independently;
- Ability to communicate effectively verbally and in writing;
- Ability to match system solutions to specific user requirements and functions;
- Ability to follow complex verbal and written instructions;
- Ability to detect and define obscure problems and propose feasible, cost-effective solutions;
- Ability to write, read, and interpret flow charts and other documentation;
- Ability to display an attitude of cooperation and work harmoniously with all levels of court employees, the general public, and other organizations;
- Ability to complete assignments in a timely fashion;
- Ability to travel throughout the State of Idaho.

The judicial branch reserves the right to consider an equivalent combination of education, training, and/or experience in determining whether an applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

Application Instructions:

If interested in being considered for this position, please complete the employment application on our website at www.isc.idaho.gov/careers and submit it, along with your cover letter and résumé, to hr@idcourts.net or to the Idaho Judicial Branch, Human Resources Office, P.O. Box 83720, Boise, ID 83720-0101. Application packets must be received **by 5:00 p.m., MST, January 23, 2019.**

The Idaho Judiciary is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify Human Resources.