



Where Life is Sweet

## City of Hermiston, Oregon Position Description

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**Job Title:** Senior Engineer

**Department:** Information Technology

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### **General Statement of Responsibilities**

The Senior Engineer performs a variety of systems and network administrative tasks related to the planning, installation, maintenance and management of information systems hardware and software; is responsible to design, implement and maintain a data communications network based on the needs of the city. Work cooperatively with co-workers to provide strategic network planning. Evaluate, implement, configure, and maintain network systems and equipment for optimum performance. Rely on extensive knowledge and experience to successfully execute a variety of complicated tasks.

### **Supervision Received**

Works under the direction of the IT Director who reviews work primarily on the basis of results attained.

### **Supervision Exercised**

Direct supervision of IT staff, may be assigned on an as needed basis.

### **Examples of Duties - Essential Functions**

1. Evaluates, recommends, installs, configures and maintains system hardware and software; including operating systems and application software, system upgrades, network printers and data communication lines; develops and documents hardware and software installation processes for IT staff.
2. Investigates system functionality complaints from users; diagnoses and resolves advanced computer hardware and software problems.
3. Conducts analysis of defined computer information system problems and develops feasible solutions to specific problems in accordance with computer industry standards and technology. The work affects the operation of systems or programs developed for various departments.
4. Develops computer system specifications for proposed solutions to information system problems or for distinct portions of larger information systems projects. Investigates and resolves production problems. May confer with end-users to determine feasible data processing solutions.
5. Performs systems and network administration tasks to include maintaining file servers, monitoring network performance; troubleshooting network problems; coordinating maintenance and repair with information systems staff, vendors and partner agencies.
6. Provides system training and technical support for users, in accordance with applicable information systems policies, procedures, methods and techniques; distributes information regarding system changes or enhancements; assists in preparing training materials.
7. Attends and participates in technical conferences, seminars and outside user groups to keep abreast of changes in technology.
8. Performs database administration duties; provides support in planning, designing and implementing databases; maintains database security and user access; designs, creates and maintains physical objects including tables, files, libraries and indexes to support computer

applications using database management systems; monitors database performance and troubleshoots problems; monitors and maintains space allocation for databases and files.

9. Serves as project lead over all aspects of assigned information systems or telecommunication system projects; evaluates and assesses client needs; identifies and allocates resources including staff, equipment and materials; sets project priorities, goals and objectives.
10. Reviews and assists in the evaluation of new software and tools related to web development.
11. Participates in meetings with department and city partners and other representatives.
12. Assists Information Technology Director with preparation of budgetary documents.
13. Prepares purchase order requests; tracks computer-related equipment and software in asset management system as requested.
14. Maintains positive public relations with customers and is responsive to customer needs.
15. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
16. Ability to drive to and from job sites
17. Performs other duties as required.

## **Screening Criteria**

### **Education and Experience:**

- Bachelor's degree in Computer Science or related field preferred;
- Certified Network Engineer (CNE) certification or equivalent preferred;
- Minimum (5) years' experience in networking or related field.

### **Special Requirements/Licenses:**

A valid Oregon driver's license and proof of an acceptable driving record are required

**Knowledge of:** Proven knowledge of system capacity, planning, security and general system and data management. Extensive knowledge in application support in system monitoring and analysis software. Excellent written and oral communication skills, listening, and interpersonal skills. Strong customer-service orientation with the ability to communicate ideas in both technical and user-friendly language. Highly self-motivated and directed and able to pay keen attention to detail.

**Skills:** Strong interpersonal, written, and oral communication skills. Highly self-motivated and directed, with keen attention to detail. Proven analytical and problem-solving abilities. Strong customer service orientation. Experience working in a team-oriented, collaborative environment.

**Ability to:** Able to conduct research into networking issues and products as required. Ability to present ideas in user-friendly language. Able to effectively prioritize tasks in a high-pressure environment. Work independently and prioritize work to meet the needs of the City; Communicate effectively with the public, members of outside agencies, and Employees; ability make decisions, assess risk and perform complex tasks; maintain regular and predictable attendance to serve customers/interact with co-workers, staff, and managers; attend meetings, training, etc.; and Ability to perform the essential functions of the job.

**Physical Demands of Position:** The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable

*This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.*

accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

Manual dexterity and coordination are required for over half of the daily work period (about 80%) which is spent sitting while operating office equipment such as computers, keyboards, telephones, and driving; and while moving equipment and office supplies. While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires some mobility including the ability to lift and/or move materials under 5 lbs. frequently, 5-60 lbs. rarely. This position requires both verbal and written communication abilities.

Working Conditions: 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 position, the employee is primarily working indoors in an office environment. Occasionally subject to driving conditions. The noise level in the work environment is usually moderate and lighting is adequate. Employee may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends. Requires travel, to and from job sites within local region, and travel occasionally from two to seven days in duration, for conferences and trainings.

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