

OMNITRANS
Job Description

Job Title: Systems Engineer II
Department: Information Technology
Reports To: IT Infrastructure Manager
FLSA Status: Exempt, Level V
Approved By: Board of Directors
Approved Date: November 2007
Revised: July 1, 2025

SUMMARY

Leads IT projects and ensures the design, implementation, and maintenance of critical infrastructure. Requires a strong technical background, problem-solving skills, and the ability to guide junior team members while collaborating with cross-functional teams. Position is key in optimizing system performance, improving security, and deploying new technologies to support the organization's IT initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the followings. Other duties may be assigned.

Leads and manages IT infrastructure projects from planning to execution, ensuring alignment with business and security requirements.

Designs, implements, and maintains network and system configurations, optimizing performance and reliability.

Acts as an escalation point for complex technical issues, troubleshooting and resolving system-related problems.

Provides advanced support for helpdesk operations by handling escalated technical requests that require in-depth troubleshooting and analysis.

Collaborates with IT leadership to evaluate and recommend technology solutions.

Provides mentorship and technical guidance to Systems Engineer 1, assisting with troubleshooting, best practices, and professional development without direct supervisory responsibilities.

Ensures compliance with security policies and industry best practices for system administration.

Leads IT asset inventory, including hardware and software tracking, to ensure accurate records and lifecycle management.

Develops and maintains infrastructure documentation, including system configurations, processes, and procedures.

Works with vendors and service providers to support IT solutions and infrastructure improvements.

Provides occasional support for IT and AV equipment setups for meetings and events.

Performs other duties as required.

SUPERVISORY RESPONSIBILITIES

Provides work direction to others but does not have direct performance appraisal responsibility.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from a four-year college or university in computer science, Information Technology, or a related field; and four (4) or more years of systems engineering, IT infrastructure, or a related technical role; or an equivalent combination of education and experience. Additionally, certifications such as CompTIA Network+, Security+, CCNA, or Microsoft Azure/Windows Server are a plus, demonstrating expertise in networking, security, and system administration. Must be adaptable and willing to work a flexible schedule as needed to support IT operations.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 job, the employee is regularly required to sit, talk, or hear. The employee must regularly lift and/or move up to ten (10) pounds and must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to focus.

WORK ENVIRONMENT

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. The noise level in the work environment is usually moderate.