

**OMNITRANS**  
**Job Description**

**Job Title:** Systems Engineer I  
**Department:** Information Technology  
**Reports To:** IT Infrastructure Manager  
**FLSA Status:** Exempt, Level VI  
**Approved By:** Board of Directors  
**New Position:** July 1, 2025

**SUMMARY**

Under general supervision, provides technical support for the organization's IT infrastructure, assisting with system maintenance, troubleshooting, and user support. This entry-level position is focused on learning and gaining hands-on experience while supporting senior IT staff.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

Responds to helpdesk requests, provides technical support to end-users, and escalates issues as needed.

Sets up and maintain IT and AV equipment for meetings, including video conferencing systems, projectors, and microphones.

Assists in monitoring and maintaining system performance, availability, and security.

Supports system installations, configurations, inventory, and updates.

Troubleshoots and resolves basic technical issues related to hardware, software, and networks.

Assists with deploying new technologies and supporting IT projects.

Documents solutions for common technical issues and contribute to knowledge base articles.

Assists in creating and maintaining infrastructure documentation under the guidance of IT leadership.

Provides on-call after-hours support on a rotation basis including weekends.

Performs other duties as required.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **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 in computer science, Information Technology, or a related field or an equivalent combination of education and experience.

## **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.

## **OTHER SKILLS AND ABILITIES**

Candidates should have a strong understanding of computer systems, networking, and IT fundamentals, strong problem-solving skills, and a willingness to learn new technologies. Must be able to work collaboratively in a team environment and take direction from senior staff. Excellent communication skills are needed to support users and document technical processes effectively. Must be adaptable and willing to work a flexible schedule as needed to support IT operations.

## **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.

## **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.