OTTERBEIN
UNIVERSITY

Job Posting

Job Title: Systems Engineer
Job Class: Administrative
Department: ITS
Reports to: Director of Institutional Systems
FLSA status: Full-time/exempt/12-months

To Apply: Please email an **Otterbein Employment Application,** resume and cover letter including
salary expectations to hr.jobs@otterbein.edu addressing this position in the subject; FAX 614-823-1511;
or mail to Otterbein University, Human Resources, 1 South Grove Street, Westerville, OH 43081. Only
submissions with a completed application will be reviewed.

For an Otterbein Employment Application or more information: Please visit
http://www.otterbein.edu/public/About/Careers.aspx.

BENEFITS at Otterbein include: tuition benefits for employees and their dependents, 4 weeks of
vacation, 11 paid holidays, medical, dental, vision, and competitive employer contributions to a 403(b)
retirement plan.

ABOUT OTTERBEIN UNIVERSITY: Historically progressive. That is the hallmark of Otterbein
University and those connected to this private university nestled in the picturesque, historic Uptown
Westerville district in central Ohio. Otterbein University was established in 1847, a set of deeply rooted
values still guide this model community of leaders and learners. Otterbein has set the pace by providing
an educational experience that is progressive, innovative and inclusive. Today Otterbein University
enrolls 2,495 undergraduate students in more than 70 majors and 393 graduate students working toward
one of six master's degrees or a doctor of nursing practice degree. Students come from towns
throughout Ohio and represent 42 states and 9 countries, enriching the campus through their individual
and collective diversity. Integrity, humane values and an inherently just, moral compass have guided
Otterbein's forward-thinking vision and actions—from its curriculum to its responsibilities as a member
of academic, regional and global communities.

SUMMARY: The Systems Engineer position will be responsible for creating, managing, and
enhancing security infrastructure and system integration. In particular, this role is critical to data
protection and cybersecurity for the institution. The position performs services in several areas
including:

- Administration of over 10,000 faculty, staff, student, and alumni accounts utilizing Windows
  Active Directory (AD) and Active Directory Federated Services (ADFS)
- Creation and maintenance Red Hat Enterprise Linux operating systems for the Banner ERP
  system
- Management and integration of private and public cloud systems
  - LMS – Blackboard Ultra
  - Microsoft Office 365

- o Google Apps
- o CBord dining services
- o Mental health scheduling system
- o RAVE campus alert system
- o Title IX management system
- o Management of over 50 Microsoft SQL Server databases
- o Management of the Galaxy building and door access system (270 entry points)
- o Replacement of legacy systems utilizing modern languages and protocols

Responsibilities:

- Troubleshoot service outages as they occur, including after-hours and weekends.
- Collaborate with System Administrators to formulate and implement system-based solutions.
- Provide expertise in tools such as PowerShell, Profiler, DTA, SSMS, PerfMon.
- Maintain current levels of the software (current version or minus one version).
- Schedule database change and integration scripts to perform unattended tasks.
- When performance issues arise, determine the most effective way to increase performance including hardware purchases, server configuration changes, or index/query changes.
- Document systems and disaster recovery (DR) procedures.
- Work with software vendors on defect resolution.
- Perform other projects and duties as assigned.

SUPERVISORY RESPONSIBILITIES: None

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.

MISSION CRITICAL COMPETENCIES:

- **COMMUNICATION SKILLS:**
    - o Ability to present information, analysis, ideas, and positions in writing or in oral presentations in a clear and convincing manner.
    - o Ability to tailor written and oral presentations to effectively reach intended audience.
    - o Organizes ideas in a clear, logical flow that can easily be understood.
- **INTERPERSONAL SKILLS:**
    - o Ability to create strong relationships with constituents and colleagues in order to develop trust and credibility with them.
    - o Ability to work through interpersonal conflicts to ensure problems are addressed and relationships are strengthened.
    - o Respect confidentiality of information.
- **AGILITY:**
    - o Readily responds to pressing and changing demands of constituents and within the organization.
    - o Take calculated risks.
    - o Quickly and effectively solves customer problems.
    - o Is accessible and provides prompt, attentive service.
- **INITIATIVE:**
    - o Seek opportunities to improve, streamline, reinvent work processes as a means to improve the organizations performance and effectiveness.
    - o Think expansively by combining ideas in unique ways or making connections between disparate ideas.

- **ACCOUNTABILITY:**
  - Take responsibility for individual project and team goals.
  - Develop goals and a plan to help fulfill the division's mission.
  - Develop clear and challenging but achievable personal and organizational goals.
- **ETHICS:**
  - Act in a way that reflects relevant law, policy and procedures, and university values.

EDUCATION and/or EXPERIENCE: Bachelors degree in Computer Science or a related technical field or equivalent combination of education and experience. A minimum of 4 years experience as a systems engineer. Experience working in a higher-education environment preferred.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

LANGUAGE SKILLS: Must demonstrate excellent verbal and written English skills including grammar.

MATHEMATICAL SKILLS: Must be competent in general math.

TECHNICAL SKILLS:
- Experience with Active Directory (AD) and Active Directory Federation Services (ADFS).
- Experience with cloud-based systems used in an academics setting (Gmail, Outlook, Blackboard LMS, Galaxy, etc.).
- Experience with Microsoft PowerShell.
- Experience with databases, views, and data exports/imports in Oracle and SQL environments.
- Experience in Database Administration in SQL Server (3 most recent releases).
- Experience in troubleshooting and resolving database integrity issues, performance issues, blocking and deadlocking issues, replication issues, log shipping issues, connectivity, and security issues.
- Experience in Performance Tuning, Query Optimization, using Performance Monitor, Profiler and other related monitoring and troubleshooting tools.
- Ability to detect and troubleshoot SQL Server related CPU, memory, I/O, disk space and other resource contention.
- Strong knowledge of backups, restores, recovery models, database shrink operations, and DBCC commands in Oracle and SQL environment.
- SQL Database operational support to tech users.

REASONING ABILITY: Must possess excellent attention to details; must be a team player and interact collegially with co-workers and other constituencies. Must possess excellent customer service skills. Must possess strong organizational skills. Ability to exercise initiative and independent judgment in unusual or new situations. Must be able to work independently and must protect confidential information.

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 frequently required to talk or hear, sit, reach and use repetitive motions of hands and wrists. The employee is occasionally required to stand, walk, stoop or bend. The employee must occasionally lift and/or carry up to 20 pounds and occasionally push and/or pull up to 20 pounds. This position requires close vision. Must be able to meet regular and predictable attendance standards.

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.

Duties are performed in an environmentally controlled office setting;

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.

Otterbein University is an Equal Opportunity Educator and Employer.

Otterbein University is committed to providing a welcoming environment free from unlawful discrimination. To this end, the University prohibits any form of discrimination against any person on the basis of race, color, sex, gender, pregnancy, religion, creed, marital status, partnership status, age, sexual orientation, gender identity, gender expression, national origin, disability, military status, or any other legally protected status in its programs and activities. However, the University's commitment to a nondiscriminatory environment is not intended to abridge unduly its commitment to academic freedom, free speech, or its educational mission. Inquiries or complaints regarding any form of discrimination or harassment may be directed to:

Scott Fitzgerald Director of Human Resources and Legal Affairs
Title IX Coordinator
614.823.1130