



CITY OF WEST MEMPHIS

604 E. Cooper - P.O. Box 1868 – West Memphis, AR 72303-1868 – (870) 702-5114

TO: AII QUALIFIED APPLICANTS

FROM: HUMAN RESOURCES

RE: JOB OPENING FOR WEST MEMPHIS UTILITIES COMMISSION – SYSTEMS ENGINEER

SYSTEMS ENGINEER – WEST MEMPHIS UTILITIES COMMISSION

Position Summary

This is a salaried position with full benefits reporting to the Assistant General Manager. The Systems Engineer will administer and maintain network and server infrastructure and technology-based systems, provide technical support to all departments of West Memphis Utilities, work with West Memphis Utilities and City of West Memphis IT consultants.

Essential Duties and Responsibilities:

- Install and configure computer hardware, software, systems, networks, printers and other devices.
- Apply technical expertise to communication issues and network problems to effect quick resolution.
- Administration, planning and implementation of corporate SCADA systems and their required infrastructure (Electric, Water, Wastewater and Fiber).
- Maintain inventory of new, used and surplus of corporate technology related items.
- Design, implement and support corporate telephone, wireless and radio based communications for voice and data systems. This includes the infrastructure required for these communications.
- Resolve technical issues through troubleshooting and research. Document steps taken to achieve resolution. Apply past documentation to new technical issues. Prepare operating manuals, maintenance manuals and develop maintenance schedules.
- Maintain critical operations of technical systems. This will include routine administration, data backup and failover capability.
- Implement, install, maintain routers and switches and ensure their security and reliability.
- Continually work to improve and innovate WMUC technology systems and to apply security best practices.
- Serve as point of contact with WMUC and City of West Memphis IT consultants and work with them as needed.
- Serve as point of contact for vendors/partners related to specialized systems, including utility based SCADA systems.
- Stay abreast of technology trends to ensure WMUC is aware of strengths, weaknesses, threats and opportunities (i.e., ongoing SWOT analysis).
- Continue professional growth and expertise through regular study of appropriate texts and publications and through attendance at job-related seminars, schools, workshops, etc.
- Perform any other related duties as required or assigned.



Qualifications

- Basic knowledge of Windows and Microsoft office programs.
- Strong working knowledge of TCP/IP and common TCP/IP protocols (including DNS, DHCP, etc.)
- Experience and good knowledge of Microsoft Windows Server and Workstation operating systems as well as common server-based technologies (Email, Firewall, Data Backup, Anti-virus, etc.).
- **Certificates & Licenses:** Microsoft and Cisco Certifications highly desired

Pay Range: \$60,000-\$90,200

PLEASE APPLY ONLINE AT WWW.WESTMEMPHISAR.GOV

City of West Memphis Human Resources Dept., 604 E. Cooper Avenue, West Memphis, AR 870-702-5114

The City of West Memphis is an Equal Opportunity Employer (EOE).



CITY OF WEST MEMPHIS UTILITIES

SYSTEMS ENGINEER

Department: Engineering for Utilities
FLSA Status: Exempt
Grade/Level: Salaried Position
Work Schedule:
Monday-Friday 7:00 a.m. - 4:00 p.m.
Must be available for afterhours and emergency calls.

Job Status: Full-Time
Reports To: Assistant General Manager
Amount of Travel Required: 10%
Positions Supervised: None

POSITION SUMMARY

Administer and maintain network and server infrastructure and technology-based systems, provide technical support to all departments of West Memphis Utilities, work with West Memphis Utilities and City of West Memphis IT consultants.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Install and configure computer hardware, software, systems, networks, printers and other devices.
- Apply technical expertise to communication issues and network problems to effect quick resolution.
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- Perform any other related duties as required or assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Deductive Reasoning - Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Leadership - Ability to influence others to perform their jobs effectively, be responsible for making decisions, and work with minimal supervision.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Research Skills - Ability to design and conduct a systematic, objective, and critical investigation.
- Self-Motivated - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

SKILLS & ABILITIES

Education: Bachelor's Degree (four-year college or university) from an accredited university in an IT related field or equivalent experience.

Experience: No prior experience necessary

Computer Skills:

- Basic knowledge of Windows and Microsoft office programs.
- Strong working knowledge of TCP/IP and common TCP/IP protocols (including DNS, DHCP, etc.)
- Experience and good knowledge of Microsoft Windows Server and Workstation operating systems as well as common server based technologies (Email, Firewall, Data Backup, Anti-virus, etc.).

Certificates & Licenses: Microsoft and Cisco Certifications highly desired.

Other Skill Requirements:

- **Public Speaking Skills:** Must be able to give presentations to the West Memphis Utility Commission and West Memphis City Council.
- Strong reporting and documentation skills are highly desired.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties. Work requires walking and standing for long periods of time; also crawling, bending, squatting, and the ability to lift 50 lbs. and push/pull 75 lbs.

WORK ENVIRONMENT

The type of engineer’s work is often determined whether they work inside or outside. However, most work is outside a majority of the time and in all types of weather conditions. Engineers will often interact with people on the job and will give and take advice as it applied to the job. Some out-of-town and overnight travel is required and may require Saturday/Sunday work. This position is on an On-Call Basis. Must live within 30 minutes of the office.

Manager Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The City has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.