DeKalb County
School District

Engineer I, Systems

Reports to:	Manager III	**FLSA Status:**	Exempt
Department:	Technical/Other	**Structure/Grade:**	Unified 127
Division:	Central Office	**Workdays:**	246
Retirement:	Teachers Retirement System		

Position Summary

Designs, implements, monitors, and supports the wired and wireless network, which includes managing Palo Alto firewalls, Juniper switches/routers, and Aruba wireless access points. This ensures secure, reliable, and high-performance connectivity across all schools and facilities, with a focus on K-12 security compliance and network modernization planning.

Manages and secures the Google Workspace for Education (GWE) environment for DeKalb County Schools. This includes overseeing user accounts and organizational units, deploying security updates, securely integrating third-party applications, and providing analytics and reporting to inform leadership on adoption, usage, and security trends.

Essential Job Duties

- Analyzes and resolves personal computer (PC) hardware and software problems; assures that all services, systems and networks are on-line and operational; reviews open calls and receives alerts of critical issues in the district; installs and supports new and existing software applications.
- Provides remote and on-site hardware, software, and network support at assigned schools; provides technical support to users in multiple departments; orders repair parts and equipment needed for the support in the schools, administration offices and the IT department; maintains computer parts inventory for the schools, administration offices and the IT department.
- Documents network configurations, policies, and troubleshooting procedures.
- Documents standards, procedures, and troubleshooting guides for district IT staff.
- Provides training and technical guidance to IT staff on network monitoring tools, troubleshooting, and escalation procedures.
- Participates in districtwide IT planning efforts, contributing expertise in network design, security, and modernization.
- Conducts training on technical products.

- **Network services requirements**:
  - Configures, monitors, and maintains district firewalls (Palo Alto), Juniper routers/switches, and Aruba wireless access points to ensure network performance, security, and reliability.
  - Designs, implements, and supports wired and wireless network infrastructure upgrades, including structured cabling and district backbone connections.
  - Monitors network performance and troubleshoot issues affecting schools, data centers, and administrative facilities; provides escalation support for critical outages.

- Implements and maintains secure remote access solutions, VPNs, and network segmentation to protect sensitive data and comply with FERPA, COPPA, and CIPA.
  - Collaborates with security teams to monitor and respond to threats, firewall alerts, and intrusion attempts.
  - Conducts capacity planning, bandwidth utilization analysis, and proactive performance tuning to meet instructional and administrative needs.
  - Supports failover and disaster recovery solutions, ensuring high availability of core services.
- **Google services requirements:**
  - Administers the Google Workspace for Education domain, ensuring compliance with Google best practices and K-12 standards.
  - Manages user provisioning, organizational units, groups, and access permissions aligned with district policy and instructional needs.
  - Configures and enforces security settings including multi-factor authentication, data retention, content filtering, and access restrictions.
  - Oversees integration of approved third-party applications, ensuring compliance with FERPA, COPPA, CIPA, and district security policies.
  - Provides tier-3 technical support for GWE services (Drive, Classroom, Meet, Gemini, etc.).
  - Develops analytics and reports on system adoption, usage trends, and license allocation for leadership decision-making.
  - Conducts periodic audits of domain settings, security permissions, and user access rights.
  - Supports identity management processes, automating account provisioning/deprovisioning where possible.
  - Partners with instructional technology teams to guide safe and effective classroom use of Google tools.
  - Provides professional development and training for IT staff and end-users on GWE tools and security practices.
  - Serves as primary liaison with Google and external vendors for technical support, escalations, and service optimization.
  - Monitors and responds to phishing, account compromise, and data security incidents within the Google ecosystem.

- Performs other duties as assigned.

Qualifications

- Bachelor's degree in information technology, Computer Science, or a closely related field is required.
- Minimum three (3) years' experience in network engineering, firewall management, or enterprise network support, preferably in a K-12 or similar large-scale environment.
- Network Services:

  - More than five (5) years technical level systems support, network engineering or closely related experience is required.
  - Palo Alto Networks Certified Network Security Administrator (PCNSA) or higher preferred.
  - Juniper Networks Certified Associate (JNCIA) or higher preferred.
  - Aruba Certified Mobility Associate (ACMA) or related Aruba certification preferred

- o CompTIA Network+ or Security+ certifications preferred.
- Google Services:
  - o More than five (5) years technical level systems support, network engineering or closely related experience is required.
  - o Valid Google Workspace Administrator Certification.
  - o Google Cloud Identity
  - o Google Security Administrator

Knowledge, Skills, and Abilities

- Skills in effective oral, written, and interpersonal communication; analytical thinking; electronic data manipulation; troubleshooting and problem solving.
- Ability to demonstrate physical dexterity; use relevant computer applications; prioritize assignments; and manage multiple tasks simultaneously.
- Knowledge of wired and wireless network infrastructure, including Palo Alto firewall, Juniper routers/switches, and Aruba wireless solutions.
- Familiarity with VPNs, network segmentation, and compliance with FERPA, COPPA, and CIPA.
- Strong troubleshooting, problem-solving, and analytical skills with ability to monitor, secure, and optimize large-scale K-12, service provider or enterprise networks.
- Effective communication and documentation skills, with ability to support both technical staff and non-technical stakeholders.
- Ability to manage multiple priorities while maintaining secure, reliable, and high-performance network operations.
- Knowledge of Google Workspace for Education administration, security configuration, and user management.
- Familiarity with identity management, authentication protocols (SAML, OAuth), and compliance standards (FERPA, COPPA, CIPA, NIST).
- Strong troubleshooting, problem-solving, and analytical skills, including the use of scripting/automation (Apps Script, GAM, APIs).
- Effective oral, written, and interpersonal communication skills with technical and non-technical audiences.
- Ability to manage multiple priorities, maintain accurate documentation, and ensure compliance with district IT standards.

Physical Demands and Work Environment

- Constantly required to exchange accurate information.
- Constantly operates a computer and other office machinery.
- Constantly observes details at close range.
- Frequently remains in a stationary position.
- Occasionally moves about inside an office.
- Occasionally moves office equipment weighing up to 25 pounds.
- Constantly works in an indoor environment.

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By signing below, I agree that I have read and understand the requirements and the essential functions of this position.

Employee: _____ Date: _____