

UW HEALTH JOB DESCRIPTION

Server Engineer Associate

Job Code: 330051	FLSA Status: Exempt	Mgt. Approval: W. Beuthin	Date: January 2023
Department: IS - Infrastructure		HR Approval: M. Grayson	Date: January 2023

JOB SUMMARY

The Server Engineer Associate is responsible for support, maintenance, configuration, debugging, and sustainment of server infrastructure independently or under supervision and team guidance. This responsibility includes the implementation and maintenance of existing server infrastructure environment, along with upgrading/configuration, and installation of hardware/software. In addition, the Server Engineer Associate uses knowledge of the following to complete daily tasks:

- Operating systems
- Hardware platforms
- Virtualization
- Databases
- Security
- Storage solutions
- Cloud services
- Application delivery
- Network Connectivity

The Server Engineer Associate is required to participate in a 24x7x365 on-call rotation, including periodic off business-hours work.

MAJOR RESPONSIBILITIES

Deliver Server Infrastructure Solutions

- Ensure successful delivery to support strategic planning and initiatives, improve organizational performance, and advance progress towards UW Health goals.
 - Work with vendors, clients, carriers, and technical staff on implementation, optimization, and security of server infrastructure systems. This includes but is not limited to troubleshooting infrastructure and services including cloud technologies, server operating systems, server hardware, data storage, and server applications.
 - Carry out maintenance and upgrades on server infrastructure.
 - Use knowledge of healthcare industry, market environment, and clinical and business workflows and activities, to deliver solutions that solve business problems and align with strategy initiatives.
 - Develop and maintain trusted relationships with business, clinical, and operations leaders to advise efficient use of the server infrastructure.
 - Complete on-time execution of solutions and implementation plans utilizing the appropriate internal and external resources and ensuring full involvement of business partners and communication to all stakeholders.

Improve Processes and Standards

- Execute assigned tasks to deliver new software, hardware, tools, systems, and processes to provide state-of-the-art collaboration solutions.
- Participate in training and self-development relevant to area of expertise.
- Build and maintain project/technology related documentation, ensuring that accurate information is always available to other colleagues and management.

Effective Team Member

- Work resourcefully to develop solutions and execute work accurately, consulting with experienced colleagues on unusual and/or difficult matters to ensure integrity and accuracy of work.
- Provide detailed runbook procedure and support documentation for routine maintenance on the server infrastructure systems.

Leadership

- Deliver clear explanations of approach and plans for completing support and maintenance tasks to clients, peers, and leaders.

Technical Leadership

- Develop technical standards, define operational processes, and configuration best practices for server infrastructure.
- Provide incident management and support to the critical issues escalated by Server Infrastructure team.
- Lead the technical delivery of projects, including design, configuration, and testing of technical solutions for enterprise server infrastructure.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

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JOB REQUIREMENTS				
Education	Minimum	Associate degree in Healthcare, Information Technology, Business, or related field Two (2) years combination of relevant experience and education may be considered in lieu of degree		
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred		
Work Experience	Minimum	<ul style="list-style-type: none">Demonstrated success configuring and supporting serversDemonstrated success troubleshooting to isolate and diagnose server problemsDemonstrated success translating needs into server solutions		
	Preferred	Relevant server and storage experience		
Licenses & Certifications	Minimum	None		
	Preferred	Azure Administrator, Azure Developer, MCSA, VMware Certified Professional, Nutanix, or equivalent certification(s)		
Required Skills, Knowledge, and Abilities				
<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate competency in the following areas:</p> <ul style="list-style-type: none">Technical management of applicable products or platformsCommunicationEffective team memberCritical thinkingApplying agile methodologies <p><u>Position Specific Competencies:</u></p> <p>Emerging competency in at least three server infrastructure competencies such as:</p> <ul style="list-style-type: none">Administration and management of NutanixAdministration and management of VMWare ESXAdministration of Azure infrastructure technologiesAdministration and management IsilonConduct backups and restores within Data DomainNetwork infrastructure components and conceptsMicrosoft Windows and/or Linux server management and networkingAbility to manage multiple concurrent activitiesProficient in local area network/wide area network (LAN/WAN) <p><u>Other Skills, Knowledge, Abilities:</u></p> <p>Delivering Server Infrastructure Solutions</p> <ul style="list-style-type: none">Knowledge of PowerShellKnowledge of automation tools				
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible	Up to 20#	Up to 10# or requires significant walking or standing, or requires	Negligible or constant push/pull of items of negligible weight

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	amount, a job is in this category when it requires walking or standing to a significant degree.		pushing/pulling of arm/leg controls	
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.