## Infrastructure & Engineering - Email Systems Engineering

### Email Systems Engineering

<table>
<thead>
<tr>
<th>Job Family</th>
<th>Grade 10</th>
<th>Grade 11</th>
<th>Grade 12</th>
<th>Grade 13</th>
<th>Grade 14 - Individual Contributor</th>
<th>G14 - Management Track</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant Systems Engineer</td>
<td>Systems Engineer</td>
<td>Sr. Systems Engineer</td>
<td>Lead Systems Engineer</td>
<td>Manager/Sr. Manager, Client Solutions &amp; Email Systems</td>
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</tbody>
</table>

### Purpose:
- **Education & Experience:**
  - **Architecture, Design, Development and Installation:**
    - Assist with the day-to-day support of the system infrastructure. May include automation, processes, hardware and/or software.
    - Provides day-to-day support of the system infrastructure. May include automation, processes, hardware and/or software.
    - Provides on-going support of platform management and of the system infrastructure, including automation, processes, hardware and software.
    - Has responsibility for advanced infrastructure support and implementing highly complex projects with impact on the network and business system applications.
    - Leads/supervises day to day activities in support of the planning, scaling and integrating system capabilities (complex, multiplatform) in alignment with functional plans, goals, and directions.
    - Oversees the planning, scaling and integrating system capabilities (complex, multiplatform) in alignment with functional plans, goals, and directions.

- **Relation to Supervision:**
  - Works under direction
  - Works under moderate direction
  - Works under minimal direction
  - Works independently while leading and coordinating all levels of activities including project lifecycle and day to day operations
  - Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecycle and day to day operations including staff management

### Architecture, Design, Development and Installation:
- **Purpose:**
  - Assists with assigned research and assigned design and development, such as the development of a small report or the automation of internal report monitoring. Assists and completes simple infrastructure installations and upgrades as assigned.
  - Assists with assigned research and assigned design and development, such as the development of a small report or the automation of internal report monitoring. Assists and completes simple infrastructure installations and upgrades as assigned.
  - Does assigned research, design and development, such as the design/development of a single technology for a CUIT group or a small customer group. Installs low/moderately complex soft/hardware infrastructure.
  - Responsible for the development of new implementation guidelines or standards. Provides architecture for networks. Installs moderate/complex soft/hardware infrastructure. Performs complex implementations and/or customizations.
  - Leads and/or oversees the development of protocols and standards for all network services and may have ultimate responsibility for their implementation and documentation. Leads and performs complex implementations and/or customizations of moderate/significant size and risk.

- **Education & Experience:**
  - **BS/BA:**
    - Bachelor's degree and/or its equivalent required. Minimum 2-4 years related experience. Familiarity with industry standards and practices.
    - Bachelor's degree and/or its equivalent required. Minimum 2-4 years related experience. Familiarity with industry standards and practices.
    - Bachelor's degree and/or its equivalent required. Minimum 3-5 years related experience. Solid network/systems knowledge and understanding of industry standards and practices.
    - Bachelor's degree and/or its equivalent required. Minimum 4-6 years related experience. Strong networking knowledge and experience with multiple technical specialities.
    - Bachelor's degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level networking knowledge and experience with a specific technical specialty.

### Soft skills:
- **Expertise:**
  - Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication.
  - Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication.
  - Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills.
  - Demonstrates excellence in a variety of competencies including teamwork/collaboration, analytical thinking, communication, influencing skills, and proven ability to act as a change agent.
  - Demonstrates excellence in a variety of competencies including ability to manage a team, teamwork/collaboration with technical and functional clients/payers, analytical thinking, communication and influencing skills. Proven ability to act as a change agent.

### Technical Skills:
- **Basic skills:**
  - Basic skills in some/all of the following technologies: Macintosh/Windows/Linux support/administration
  - Basic skills in some/all of the following technologies: Windows/Linux support/administration
  - Expert level skills in some/all of the following technologies: Strong proficiency in some/all of the following technologies: Windows/Linux, SendMail, Windows Server 2008 and 2012, Microsoft Exchange 2010, 2013 and 2016, Active Directory, Powershell scripting ability.