



SYSTEMS ADMINISTRATOR

GENERAL RESPONSIBILITIES

Under the direction of the Coordinator of Technical Applications, the position is responsible for performing supervisory work involving technical analysis, design, implementation and maintenance. The position performs administrative functions for computer management systems as well as active directory group policy creation, management and support.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Work as an administrator for computer management systems including creating or editing security groups, application deployments (collections, advertisements, task sequences, etc.), patch management, general troubleshooting, log analysis, upgrades, and active directory group policy.
- Develop and deploy Operating System task sequences.
- Analyze, design, implement and maintain scripts based on customer needs/requests, application repackaging for customer, and group policies to support desktop requests from customers.
- Direct, schedule and coordinate the daily activities of employees providing support to computer users.
- Strong understanding of Google Admin Console, Google Suite (Google Apps for Education) and Microsoft System Center Configuration Manager.
- Train and direct the work of Network Technician I and II.
- Coordinate help desk requests and ensure compliance with service level agreements.
- Manage, research and development projects on new software, hardware and configurations.
- Troubleshoot server operating system, network hardware and network application errors.
- Provide detailed documentation of daily activities to the Coordinator of Technical Applications
- Perform other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Must have a knowledge of active directory, group policy, networking, and operating systems, computer management system administration, repackaging software and scripting. Must have a knowledge of computer hardware (including peripheral equipment), software packages and communication and network technology. Must be skilled in the operation of computer hardware, systems, and software. Ability to analyze customer needs, design technical approach, implement and maintain solutions involving scripting group policy and repackaging. Must have the ability to communicate technical knowledge and language to users and subordinates; maintain routine working relationships with users and vendors; communicate orally and in writing to prepare comprehensive reports evaluating office information system needs, and to develop effective policy and procedures for computer and system automation; resolve technical and system problems and communicate those findings to the appropriate parties; and utilize high level problem solving techniques. Must have the ability to train Network Technician I and II employees. Must have experience communicating with vendor's technicians, programmers, system analysts, and computer users; and performing technical maintenance of hardware and software and applying complex technical documentation and reference material. Must be able to work independently to meet customer needs, provide information and interact with the public.



EDUCATION AND EXPERIENCE

Must have a Bachelor’s degree in a related field and a minimum of 4 years of experience in administration of computer systems and technical support in a technical lead capacity. MCSE: Microsoft Certified Solutions Expert, MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Network+, Security +, A+, and ITIL Foundation Certificate in IT Service Management, Google Apps Certified Administrator or equivalent certifications, preferred.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver’s license