



### **PURPOSE:**

- Systems Administrators (SysAdmins) have a wide range of duties and responsibilities. SysAdmins are responsible for effective provisioning, installation, configuration, operation, and maintenance of various system hardware and software and related infrastructure. They participate in technical research and development to enable continuing innovation within the infrastructure. They ensure that systems procedures adhere to organizational values. They plan for and respond to service upgrades, outages, and other problems.
- Duties include light programming, project management for systems-related projects and being the senior administrator in a number of systems such as Mobile Device Management (MDM), Student Information System (SIS), Educational/Curriculum setup and distribution, Single Sign On (SSO) platforms, and many other systems. SysAdmins troubleshoot and solve problems related to primarily software systems, but can include some hardware troubleshooting as well. They maintain platforms by installing upgrades and monitoring system performance. They troubleshoot a variety of platform issues, set up security measures within various platforms, and provide technical support for them. SysAdmins are responsible for installation, upgrade and management of the SIS, MDM, and SSO systems and act as district advisors in regards to data and reporting. They plan, coordinate and implement security measures within platforms in order to protect data as well as perform routine platform startup and shutdown procedures for the purposes of maintenance and platform expansion. They are expected to keep themselves abreast with new technologies.

### **REPORTS TO:**

- Technology Supervisor

### **QUALIFICATIONS:**

- High school diploma or equivalent.
- A+/CompTIA (not required, but encouraged).
- College degree in the field of Technology Help Desk Operations (not required, but encouraged).
- Two years of paid, specialized experience or training in technology related fields beyond high school.
- Maintain a valid Oregon Driver's License and personal transportation.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Ability to produce and manipulate documents, with fidelity, in both Microsoft and Google Workspace productivity software platforms.
- Knowledge and experience with Apple iOS and MacOS (knowledge of related platform MDM commands is a plus, but not required).
- Knowledge and experience managing data in a Student Information System (SIS).
- Ability to solve problems, work independently and comply with deadlines.
- Ability to troubleshoot common computer software.
- Ability to understand and communicate technical information to technical and non-technical individuals, and to communicate with third party service providers.
- Experience in teaching a wide variety of computer applications to technical and non-technical personnel.
- Understand data, data systems, and feel comfortable working with data and teaching others.
- Ability to perform a wide variety of complex technical tasks related to the operation and maintenance of various platforms and systems.
- Ability to understand and carry out oral and written instructions with limited supervision.
- Multi-tasking capabilities (e.g. handle large volumes of work and prioritize accordingly), while maintaining organization.
- Ability to work cooperatively with staff, students and the public.
- React positively to change.
- Maintain professionalism in attitude and dress.
- Adapt quickly and learn new applications and systems as they are introduced.
- Support the philosophy and mission of the Eagle Point School District.
- Accept responsibility and satisfactorily carry-out other tasks as assigned by the Technology Supervisor.



- Setup and maintain access to curriculum systems for students and staff, including, rostering staff and student data, SAML or other access setup, and assist with access issues.
- Maintain the Mobile Device Management (MDM) system with updated controls, app/software provisioning and licensing, and adding and removal of devices.
- Coordinate and/or execute the repair of devices issued within the District's One to One program.
- Coordinate and conduct technology training sessions for instructional staff.
- Meet Oregon Department of Education (ODE) and Federal deadlines for reporting requirements.
- Submit and maintain records for department purchasing through the FCCs E-Rate program.
- Provide support and maintain elements of the District's SIS platform, including, but not limited to, gradebook, special education modules, and access control.
- Provide in-department support, maintenance and management of the assigned work order system.
- Assist staff with data imports / exports for various reasons (reporting, initial student uploads, etc.).
- Assist the Communications supervisor with technical elements of the District's website.
- Assist with the management of District non-typical computing devices such as iPads, iPods, Android and other mobile devices as programs require.
- Prioritize work assignments to ensure timely completion as determined by customers and/or supervisor.
- Quickly become familiar with new technologies, devices, software, etc. being used or introduced to the District.
- Use the assigned work order system to track, monitor and provide support to customers reporting problems.
- Consistently meet the expectations, standards, and goals to achieve superior customer service results.
- Provide honest, clear, consistent communication with all key stakeholders to ensure positive outcomes.
- Coordinate work projects such as converting to new hardware or software.
- Assist other technology staff with the development of technology documentation and instructions.
- Research and review computer hardware and software capabilities, uses, etc. and make recommendations regarding updates and upgrades.
- Evaluates software and hardware to determine compatibility with existing systems and manage software licensing.
- Instruct users in use of equipment, software and manuals.
- Answers user's inquiries in person, by email, and via telephone, concerning systems operations.
- Encourage effective educational use of computers by all school staff.
- Work with, keep and respect confidential information.
- See that District policies are observed at all times and report instances when policies are not followed.
- Perform other duties as determined by the IT Supervisor.

### **PHYSICAL REQUIREMENTS:**

- Physical capability of lifting up to fifty (50) pounds (over fifty pounds may be required with assistance).
- Must be able to work productively in noisy, crowded, and stressful environments for extended periods of time.
- Requires stooping, bending, reaching, and kneeling, sometimes in tight spaces.
- Must be able to lift items on and off tall storage shelves.
- Requires prolonged sitting and/or standing.

### **RATE OF PAY:**

*This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein.*

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

**Board Adopted:**