



SYSTEMS ADMINISTRATOR

GENERAL RESPONSIBILITIES

Under the direction of the assigned supervisor (Technical Applications Coordinator or Student Information Systems team leader), the position is responsible for performing independent, supervisory work involving technical analysis, design, implementation, and maintenance. This position functions as the systems administrator for one of the following areas: field services team member for Desktop Management Systems as well as active directory group policy creation and management; or Information Services Learning Management System and support; or Information Services for Grade Book system and support. The employee frequently works independently in receiving and resolving customer needs, providing information, and interacting with the public.

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.)

Field Services Team Member:

- Work as the administrator for computer management systems and active directory group policy.
- 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.
- Supervise and train Network Technicians I and II.
- Coordinate help desk requests and ensures compliance with service level agreements.
- Responsible for 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 Technical Services Coordinator.
- Perform other related work as required.

Information Services Learning Management System:

- Work as the administrator for the Learning Management System (LMS) to include configuring, maintaining, updating, and documenting.
- Creating or editing security/active directory groups, application deployments, patch management, general troubleshooting, log analysis, and upgrades.
- Research, develop, test, and implement new and existing plugins and tools for the LMS.
- Improve accessibility, mobile responsiveness, and other user experience issues.
- Ensure continued technology operations of the LMS and integration with Synergy SIS and Grade Book and other student management systems.
- Maintain and execute LMS processes including but not limited to inactive users process and section removal process.
- Coordinate Service desk requests and ensure compliance with service level agreements.
- Perform other related work as required

Information Services Grade Book:

- Work as the administrator for Grade Book (GB) to include configuring, maintaining, updating, and documenting.
- Create or edit security/active directory groups, application deployments, patch management, general troubleshooting, log analysis, and upgrades.
- Set up and maintain the GB to include but not limited to maintaining GB setup, score types, class settings, assignments, objectives, academic standards, report cards, progress reports, final grade defaults, term weighting, administrative reports, etc. at the district and/or school level.
- Improve accessibility, mobile responsiveness, and other user experience issues.



Information Services Grade Book (continue):

- Ensure continued technology operations of the GB and integration with Synergy SIS, TVUE, PVUE, SVUE, the Learning Management system and/or other systems that impact or integrate with the GB.
- Analyze, design, implement and maintain scripts based on customer needs/requests, application repackaging for customer and group policies to support desktop requests from customers.
- Coordinate Service desk requests and ensure compliance with service level agreements.
- Perform other related work as required

KNOWLEDGE, SKILLS AND ABILITIES:

Must have extensive knowledge of operating systems, networks, and vendor-supplied software, programming, database, analysis and design, project management, computer operating principles and fundamentals, advanced concepts, best practices, and principles in assigned area of responsibility. Must have the ability to perform technical maintenance of software and apply complex technical documentation and reference material; ability to analyze customer needs, design technical approaches, and implement and maintain solutions; ability to resolve technical and/or system problems and communicate those findings to the appropriate parties; ability to communicate technical knowledge and language to customers; maintain routine working relationships with customers and vendors; ability to communicate orally and in writing to prepare comprehensive reports or present information; ability to utilize high-level problem-solving techniques; and the ability to analyze customer needs, design technical approach, and implement and maintain solutions. Must have the ability to communicate technical knowledge and language to customers. Must have experience communicating with the vendor's technicians, programmers, system analysts, and customers, performing technical maintenance of software, and applying complex technical documentation and reference material. Must be able to work independently to meet customer needs.

Field Services Team:

Must have knowledge of active directory, group policy, networking, and operating systems; desktop management system administration, repackaging software and scripting; microcomputer hardware (including peripheral equipment) and software package; and communication and network technology. Must be skilled in the operation of microcomputer hardware, systems, and software. Must have experience with scripting group policy and repackaging, and communicating technical knowledge and language to users and subordinates. Must have the ability to develop effective policy and procedures for computer and system automation, and train Network Technician I and II employees.

Information Services Learning Management System:

Must be skilled in administering a Learning Management System (LMS). Must have proven experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products and evaluating LMS needs.

Information Services Grade Book:

Must be skilled in administering a Grade Book (GB). Must have proven experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products and evaluating GB needs.

EDUCATION AND EXPERIENCE

Required: High School diploma/GED and 5 years of work history in an equivalent field.

Preferred: Bachelor of Science in STEM-related 4-year program. Relevant technical certifications.
A comparable amount of training and experience may be substituted for the minimum qualifications.



PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, grasping, fingering, repetitive motion, and reaching. Occasional standing and stooping. Work involves moderate exposure to loud noises. Ability to lift up to 20 pounds frequently. Requires timely and regular adherence to established work schedules.

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

SPECIAL REQUIREMENTS

Possession of a valid driver's license

Regular and reliable attendance is an essential function of this position.