



RANDOLPH TOWNSHIP SCHOOLS
25 SCHOOL HOUSE ROAD, RANDOLPH, NJ 07869

JOB DESCRIPTION

TITLE:

Systems Administrator

REPORTS TO:

Director of Technology

QUALIFICATIONS:

- Minimum 5 years' experience in MS Windows Desktop Administration
- Minimum 5 years' experience in Mac Desktop Administration
- Minimum 5 years' experience in a high-volume technical support helpdesk
- BA/BS in Computer Science or equivalent work experience required
- A+ / Network+ Certified preferred

GENERAL DESCRIPTION:

Working with the Director of Technology and Network Administrator, the Systems Administrator will manage all staff/student related systems to ensure they are working properly and Technology support policies are being followed by technician staff.

RESPONSIBILITIES MAY INCLUDE, BUT ARE NOT LIMITED TO:

1. Develop documentation and video guides to improve communication between staff/students/parents and the district's technology support team.
2. Review all staff/student/parent facing systems and ensure they are clearly documented.
3. Assist with in-direct supervision of support staff and provide guidance on ways to improve our support offerings.
4. Act as primary escalation contact for building assigned technical staff.
5. Manage and support the school's help-desk ticketing system.
6. Configure and install new staff/student hardware.
7. Manage and direct upgrade and/or repair of existing hardware.
8. Keep all constituents informed of operational aspects of the support ticket system.
9. Create and administer user accounts, mailboxes, and phone extensions.
10. Respond to problems assigned by support ticket system.
11. Maintain expertise in computer technology and provide suggested improvements and advancements to school's system.
12. Provide any assistance pertaining to any technology questions.
13. Maintain technical knowledge of new and current product lines.
14. Manage the district's technology related equipment, software, and electronic services inventory.
15. Demonstrates outstanding written and verbal communication skills with the ability to articulate technical information to non-technical audiences.
16. Performs such other tasks and assumes such other responsibilities as assigned by the Director of Technology.

WORK YEAR: Twelve – month position

DATE APPROVED:

May 16, 2017

BY:

Board of Education