



SYSTEM ADMINISTRATOR

Laurence School is seeking an energetic, positive individual with excellent IT, customer support, and communication skills. Under the supervision of the Director of Technology, the System Administrator is responsible for the management of the school's major technology systems.

ESSENTIAL JOB RESPONSIBILITIES:

The System Administrator is responsible for maintaining the school's IT infrastructure, various databases, and supporting general A/V or IT equipment. This full-time position will work closely with the Director of Technology in analyzing, designing, and implementing the school's information technology system, and provide outstanding customer service our community. This is a lead role and will include managing complex troubleshooting, project co-leadership of technology system evaluation, recommendation and implementation, and mentorship and cross-training with other team members.

The essential job responsibilities include, but are not limited to the following:

- Provision, configure, maintain, and support infrastructure software and hardware: Microsoft Windows Infrastructure, printers, Azure, Google Workspace, Phone System, Meraki, OKTA, etc.
- Research and recommend innovative and, where possible, automated approaches for tasks. This includes reviewing bids, cost analysis, and vendor relationships
- Oversee projects related to system infrastructure and deployments
- Perform complex troubleshooting and repairs; also process retired infrastructure equipment for donation/reuse and data restoration
- Maintain and support our service desk & asset management system
- Provide excellent customer service that meets the scope and guidelines of the Technology Department while following school policies and best practices
- Provide support for all hardware and software issues for faculty, staff, and students
- Manage and configure NORSTAR telephone directory
- Oversee Windows Server Domain environment including Active Directory, file sharing, printing privileges, DNS, and Antivirus solutions
- Oversee all Apple device services including mobile device management, Munki, and Mosyle
- Oversee Ascendence student information system database hosted by Senior Systems and manages Crystal Reports module
- Oversee knowledge base for critical department workflow
- Google Workspace for Education Plus Administrator
- Provide training in using Finalsite content management system, Senior Systems Ascendence database, My Backpack faculty web services, and G Suite for new

users

- Provide tech and A/V support to students, faculty, and staff when needed
- Occasional weekend/evening hours for school events
- Other duties as assigned by management

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty to the satisfaction of the Head of School. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirements

- Bachelor's degree preferred. Equivalent experience may be accepted in lieu of a 4-year degree
- Minimum 3 years as an IT system administrator, network administrator, or similar role (school infrastructure experience is preferred)
- Excellent troubleshooting, technical, and problem-solving skills
- Excellent research and documentation skills with specific step-by-step workflow
- Demonstrated organizational and time management skills; ability to prioritize support requests and work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
- Must work well in a collaborative team environment as well as independently
- Experience training or teaching adults
- Experience with Mosyle, Directory Systems, SSO, Windows Infrastructure
- Approachable, comfortable with ambiguity, and can-do spirit

To Apply

Interested candidate should send their resume to Liz Beck, Director of Technology at jobs@laurenceschool.com