Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Systems Administrator I**	FLSA Status:	**Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT90Y**
Prepared/Revised Date:	**June 2, 2025**	Job Code:	**38007**

SUMMARY: Responsible for the maintenance, operation and planning of the enterprise technical systems including, but not limited to data storage services, server operating systems, enterprise imaging, email system, data backup and recovery systems, device management, and data access security. Participate in capacity planning, functional and technical design of enterprise systems, and the resolution of complex problems. Contribute to enterprise system design (functional and technical), planning, and implementation. Provide assistance in troubleshooting escalated issues related to system failures and problems. Act independently to troubleshoot complex problems immediately to avoid costly down time and service outages. Perform daily system monitoring including verifying the integrity, security and availability of all hardware, server resources, systems, and key processes. Communicate and enforce IT standards, policies, processes, and procedures to field technicians and school site coordinators. Responsible for standard configurations, application installations, and testing of patches and updates for District wide deployment. Possess advanced knowledge of device management tools and instruct field technicians and school site coordinators technicians in appropriate use.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Create, test, and manage standard configurations for application installs, updates, and patches for district wide client devices utilizing network delivery.
2. Contribute to creating and implementing comprehensive technical documentation, training materials, and knowledge base articles to enhance knowledge sharing, team efficiency, and the overall user experience for IT and district users.
3. Perform daily system monitoring, including verifying the integrity, security and availability of all hardware/virtual environments, server and system resources, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Monitor and test server systems for consistent, dependable performance.
4. Support, troubleshoot, and assist in the administration of all aspects of district endpoint devices, including configuring, deploying, centrally managing, and applying regular OS patches and upgrades. Implement operating system enhancements and upgrades to improve the reliability and performance of central systems.
5. Support, troubleshoot, and assist in the administration of all aspects of Microsoft O365, including but not limited to Azure, Security, Compliance, Identity, Exchange, SharePoint, Teams and related services.

6. Support, troubleshoot, and assist in the administration of all aspects of Google Workspace for Education including but not limited to security, compliance, Google Workspace services, Identity, Drive, Docs, Sheets, Slides, Meet, and Chat.
7. Support, troubleshoot, and assist in the administration of all aspects of the district's email, eDiscovery, and legal compliance systems, ensuring data integrity, security, and adherence to legal and regulatory requirements while implementing best practices for system efficiency and reliability.
8. Assist and guide field technicians and school site coordinators on best practices for asset tracking, device provisioning, and site-specific technology management to improve operational efficiency.
9. Deliver advanced troubleshooting support for hardware and software issues escalated by field technicians and school site coordinators, ensuring resolution aligns with established district procedures and service level expectations.
10. Collaborate with team members to prioritize assigned projects, ensuring the timely delivery of high-quality deliverables that meet requirements. Adhere to established standards and best practices throughout the project lifecycle. Actively contribute to project teams to achieve overall objectives. Adapt to evolving district goals and shifting organizational priorities. Provide ongoing maintenance and post implementation support to sustain the functionality and success of projects.
11. Consistently update assigned tickets and tasks, recording progress and key details in tracking tools to uphold transparency and accountability. Proactively create and manage tasks in tracking systems as needed to maintain organization, prioritize workloads, and meet deadlines. Actively address issues as they arise, collaborating with team members to overcome challenges and achieve project objectives effectively.
12. Utilize strong problem solving and analytical abilities to identify, troubleshoot, and resolve technical issues. Analyze complex systems, determine root causes, and implement effective solutions to improve performance and efficiency.
13. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
14. Deliver consistent, quality, user support by providing consultative customer services, resolving issues efficiently, and translating technical concepts into clear, user-friendly solutions.
15. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
16. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science, information technology or related field
- 3 years of related progressive experience
- Equivalent combination of education and experience acceptable
- Experience with device management and deployment preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid US driver's license

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Working knowledge of Microsoft Office 365 including Exchange Online, Office Online, OneDrive, OneNote + OneNote Class, Video, SharePoint, MS Teams and O365 Administration
- Working knowledge of Microsoft (MS) Windows Server, MS Active Directory/LDAP, MS Windows Server Cluster, MS Systems Center Configuration Manager (SCCM), Microsoft Intune, MS SQL, and MS Windows O/S
- Working knowledge of Cloud Infrastructure; Microsoft 365, Azure, and Google
- Working knowledge of Microsoft SQL Server and Reporting Services
- Working knowledge of Mac OSX Server/Client OS and services, Open Directory / MS Active Directory integration, iOS ecology, and iOS MMC services
- Familiar with VMWare, DNS, DHCP, Firewall, Proxy and Web WWW services, computer networking, and computer troubleshooting
- Familiar with MS Exchange Online administration skills in addition to other email / SMTP systems such as anti- virus, spam filtering, and email lists
- Familiar with Linux operating systems, LNMP stack and F5 load-balancing technologies
- Familiar with a wide variety of scripting and programming languages, including PowerShell
- Understand user requirements and adapt to a rapidly changing environment, acquiring and implementing new technologies
- Conduct research, read technical publications, and apply acquired skills
- Demonstrate strong oral, written, and English language communication skills
- Advanced math, organizational, and time management skills
- Provide excellent customer service in-person and over the phone
- Collaborate effectively in a team environment
- Prioritize tasks, multi-task, meet deadlines, and apply new technologies as needed
- Write clear, accurate documentation for both end-users and technical audiences
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Proficient in using personal computers, peripherals, and media
- Skilled in office software applications such as Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Director of Infrastructure & Technical Services	
Direct reports:	This job has no direct supervisory responsibilities.	

- Provide guidance, direction, and training to field technicians and school site coordinators.
- Communicate and enforce IT standards, policies, processes, and procedures to field technicians and school site coordinators
- Work with Systems Administrator II colleagues on escalated tickets and system improvements

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds		X		
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute		X		
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile		X		
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	

VISION DEMANDS:	Required
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	