

Job Title: Senior Systems Analyst (Technical Support)

Wage/Hour Status: Professional Support

Reports to: Director of Technical Support

Pay Grade: AM6

Dept./School: Technology Services

Duty Days: 226

Date Revised: 11/16/2016

Primary Purpose:

Provide for the ongoing support and maintenance of district technology equipment. Manage the computer management team.

Qualifications:

Education/Certification:

Bachelor's degree required

Apple Certified

Special Knowledge/Skills:

Dell and Windows Certifications preferred

Must have extensive knowledge of Windows 7, Windows 10, Chrome OS, macOS, macOS Server, and iOS.

Experience in enterprise client management

Experience using JAMF /Casper Software, Apple Remote Desktop, and KACE preferred.

Knowledge of software conflict management

Knowledge of curriculum and instruction preferred

Excellent analytical skills

Experience: 3+ years experience in enterprise support of client machines .

Experience using technology to improve teaching and learning

Experience prioritizing and assigning call tickets and helpdesk calls.

Major Responsibilities and Duties:

1. Manage device groups, departments, building assignments, network segments, and other device groupings for effective device management policies by computer management software as directed by Director of Technical Support.
2. Write custom terminal scripts, shell scripts, and applescripts as required to enforce technology policies.
3. Document support methods and procedures.
4. Supervise Systems Analysts schedules and duties.
5. Set up and manage software update service on all appropriate Macintosh servers.
6. Set up and manage netboot service on all appropriate Macintosh servers.
7. Coordinate with district staff on implementation of new or upgraded software packages.
8. Coordinate with Server Administrator, Network Administration and Systems Analysts on completion of district level tasks.
9. Create and manage appropriate netboot images for all Macintosh computer models..

10. Manage the computer management software's policies for distributing software to end users as appropriate.
11. Manage and maintain computer management software's database and web application
12. Manage restricted software policies as directed by district policy.
13. Create MCX, Active Directory, and Chrome Management policies to support device use policies.
14. Manage the computer management software's policies for implementing scripts on end users devices as appropriate.
15. Create custom software installers as required for distribution to client devices.
16. Create custom user environment installers for distribution to client computers.
17. Communicate effectively and positively both orally and in writing with teachers, administrators and other staff.
18. Show an ability to establish and maintain effective working relationships with other employees, vendors and district personnel
19. Participate in collaborative processes to develop campus improvement plans and campus technology plans.
20. Act as team player with the ability to work independently.
21. Function as a project manager for district level hardware and software implementations, as ass
22. Other duties as assigned

Mental Demands/Physical Demands/Environmental Factors:

Maintain emotional control under stress. Maintain positive attitude when dealing with customers. Frequent district travel and occasional statewide travel. Occasional prolonged and irregular hours. Daily lifting and carrying of heavy objects (45 lbs. or over). Walking, standing, bending, stooping and/or climbing.