

BC High IT Systems Administrator Job Description

Position Summary:

Utilize and maintain the helpdesk ticketing system and execute internal IT ticket requests promptly or escalate to our managed IT service provider and/or vendors. Share critical information and communicate updates with team members to facilitate speed, accuracy and efficiency. At the direction of the Director of Technology, assist in the monitoring and maintenance of a variety of IT solutions and applications e.g. endpoints, printers, servers, phones, camera, and cloud applications etc.

Essential Functions and Key Responsibilities

- Utilize and maintain the helpdesk ticketing system and process internal IT ticket requests promptly or escalate to our managed IT service provider and/or vendors. Share critical information and communicate updates with team members to facilitate speed, accuracy and efficiency.
- Assist with the on/offboarding of new users. e.g. set up user accounts, devices, applications etc. Install, test and configure new workstations, peripheral equipment and software.
- Assist with firewall requests.
- Assign and manage users and computers to proper groups in Active Directory. Help the team keep AD clean and up to date.
- Assist with working the weekly Windows patch reports.
- Add, modify and maintain department KB documentation, including inventory of equipment and software. Look for opportunities to make improvements that drive security and performance.
- Provide IT tech support and resolve end user problems.
- Read and respond to department email communication.
- Assist in monitoring and reacting to Sophos alerts.
- Assist in monitoring wireless activity, APs and troubleshooting issues.
- Assist in the maintenance of cloud applications e.g. O365, Azure Applications, Google, Box, Adobe etc.
- Assist in the management, maintenance and updates of devices in JAMF e.g. MacBooks, iMacs, iPads and AppleTVs

- Assist in the monitoring and maintain of the Papercut application and student and faculty printer servers.
- Assist in the monitoring and maintenance of the S2 server and management of users. Manage door schedules and escalate issues to vendor.
- Assist in the monitoring and maintenance of the Milestone camera servers. Escalate issues to vendor. Train users and troubleshoot issues.
- Assist in the monitoring and maintenance of the XMedius fax solution. Train users and troubleshoot issues. Escalate issues and open tickets with XMedius or ITS.
- Assist in the monitoring and maintenance of the Telecor Bell System. Set bell daily bell schedule. Troubleshoot issues and open tickets with the vendor.
- Assist in the management of Box for users. Train user, restore files, set up accounts, create and share folders.
- Assist in the management of OneLogin. Train users, manage authentication and applications.
- Assist in the monitoring and maintenance of Zoom displays and devices on campus.
- Assist in the monitoring and maintenance of Sophos Central. E.g. Anti-Virus, Key Encryption and Phishing Threat
- Assist in the monitoring and maintenance of On/offboarding of students in AD, OneLogin, O365, Google, PaperCut etc.
- Support the AV Technician and Events Coordinator with set up and troubleshooting of AV equipment and classroom displays.
- Support the team in the implementation of internal IT polices, DR, Administrative Rights, Email AU
- Assist in the monitoring and maintenance of the Mitel phone system and software. Add and remove users, train users, troubleshoot issues and create tickets with vendor.
- Support departments in their use of enterprise applications.
- Assist in the monitoring and maintenance of the language lab and MacLab and the devices in the lab.
- Assist in the deployment of Spirion Identity Finder to locate PHI and PII on endpoints.
- Manage Windows users in Automate

Team Goals

The Basics

Expected behaviors according to department practices and standard operating procedures. Actions that demonstrate participation as an active team member, committed to a common purpose with mutual accountability.

Communication

Examples: read and respond to email, copy appropriate team members, ask for help, share resources, physically check in with dept members, add notes to tickets, communicate requests outside of tickets, communicate conversations with vendors, communicate issues with equipment, if you see something, say something, ensure that you have clarity of mission and have what you need to be successful.

Workflow

Examples: process tickets or escalate to team members, Whalley or vendor, log hours, add walk-ins and drive-bys to SchoolDude, prioritize issues that impact teaching and learning and business continuity, send follow up emails to the team at the COB, be proactive if you see something say something, have a bias for action and urgency, get out of your offices and interact with the users, be a support to team members, but stay in your lane and focus on your job description, check and react to the Windows update reports, AV reports, Report Phishing Folder, submit printer tickets, take initiative and bring a project to 100% completion

Documentation

Examples: add your expertise and knowledge to the KB, access the KB when troubleshooting issues, pay attention to detail, maintain and add to the Project sheet (this builds collective institutional knowledge and appreciation for team members individual contributions)

Inventory Maintenance

Examples: keep the storage and data closets, and basements clean and organized, don't allow clutter to accumulate, track the use of IT equipment, keep your work area clean, keep IT equipment in shared spaces, communicate to team members, if you use something put it away. Don't store personal items at work. Destroy and document equipment appropriately.

School Engagement and Mission

Actively participate in the life and mission of the school through attending mass, prayer services and scheduled events. Show up in support of each other and the community

Qualifications

- Bachelor's
- Master's Degree in Computer Science or related field preferred.
- Effective Communication skills.
- Intermediate proficiency with one or more of the following: data administration (formula writing in spreadsheets, scripting, or programming tools), managing systems, data modeling, query optimization.
- Strong organization, time and project management skills; problem solving skills; ability to exercise independent judgment; ability to establish effective working relationships with other faculty, staff and parents; and ability to maintain confidentiality.
- Knowledge of the Google Workspace for Education Fundamentals, Blackbaud K-12 OnSuite, Zoom (administrator level), the Adobe Creative Cloud Suite (administrator level), JAMF MDM, Active Directory, and/or the Microsoft Office Suite is preferable.