ST. ANSELM'S

ABBEY SCHOOL

Job Title:	**System Administrator**
Department:	**Technology**
Reports To:	**Director of Information Technology**
To apply:	**Send resume to H.D. Baha hbaha@saintanselms.org**

SUMMARY

The System Administrator is responsible for providing end-user support and exceptional customer services to St. Anselm's faculty, staff, students, and administration. The System Administrator has excellent technical, troubleshooting, and customer service skills, as well as a "can do" attitude. The System Administrator is eager to learn and do more and will be polished and able to communicate technical solutions to non-technical decision makers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide expert IT solutions and exceptional customer service to St. Anselm's faculty, staff, students, and administration.
2. Provide end-user support via telephone, remote access, and in-person contact for a wide range of information technology issues.
   Prioritize and coordinate information technology tasks and projects.
   Train and educate users as necessary.
   Provide technical support, deployment, configuration and installation of desktop computers, laptops, iPads, and other devices.
3. Troubleshoot problems and diagnose and resolve technical hardware and software issues.
4. Install, configure, and upgrade desktop and or server hardware, software and peripherals as guided and directed, and maintains documentation of all tasks.
5. Assist with program updates, operating system updates and automated update software and related documentation of same.
   Maintain computer hardware, software and peripherals inventory and related equipment documentation.
6. Demonstrate resourcefulness in finding solutions.
7. Perform other information technology department duties as assigned.

EXPERIENCE

⟹ Minimum of 3 years' experience in Windows PC hardware and software and Help Desk support
⟹ Demonstrated experience in troubleshooting using remote tools
⟹ Experience in performing hardware diagnostics and coordinating repair
⟹ Experience working with a broad range of technologies and solutions