Systems Administrator

Position Description
Penn Manor School District

Title: Systems Administrator
Reports To: Assistant Director of Technology

Job Summary

The Systems Administrator is responsible for the configuration, integration, management, security, and technical support of district software, hardware, and applications. This position creates and maintains robust, reliable, and secure technology infrastructure, manages accounts and access to systems and software, and accurately resolves technology problems for staff and students.

The Systems Administrator requires a high degree of interpersonal skill, customer service orientation, and human relations ability. Examples demonstrative of high quality service may include, but are not limited to, prompt responses to inquiries, professional and courteous verbal and non-verbal communication, and proactive problem solving.

Primary Duties and Responsibilities

1. Provide configuration, troubleshooting, and problem resolution of software and hardware systems; leads software interoperability between systems; works across teams to evaluate, build, and implement effective and secure technology systems

2. Administer, manage, and support enterprise software, web applications, and learning platforms, including but not limited to, Munis ERP, Moodle LMS, WordPress, and Google Classroom

3. Administer Google Workspace environment: domain, organizations, users and groups, security settings, access permissions, and device management; design and implement integrations with district enterprise systems and third-party software

4. Prepares, tests, and implements client software images, packages, and scripts for automated machine deployment and software updates.

5. Ensure systems configurations, operations, inventory, and technology procedures are properly documented and updated

6. Lead software implementation projects; work across teams to identify features and needs, and bring such projects to successful fruition

7. Develop and maintain technology training procedures and materials, FAQs, and help articles for staff, students, and the Technology Team.

8. Foster customer relationships through ongoing issue status updates and other communications; collaborate with the Technology Team to proactively support effective and secure software systems for students, teachers, and staff

9. Remain current in the field of technology by attending seminars and workshops, reading online and print publications, and observing programs in other districts & institutions

10. Perform other duties and projects assigned by the Director of Technology, Assistant Technology Director, or Leadership Team

Qualifications

- Experience administering, configuring, and troubleshooting enterprise software applications is required
- 2 or more years experience with mixed technology applications and hardware platforms is required
- Familiarly with Python, HTML/CSS, Javascript, or other programming languages is strongly preferred
- Experience supporting and troubleshooting open source applications and development methods is strongly preferred
- Valid Pennsylvania driver's license and access to personal transportation required
- Submission of pre-employment medical examination (Section 148 of the Pennsylvania School Code)
- Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)
- Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994
- Submission of Federal Criminal History Record in accordance with Act 114 of 2006
- Such alternatives to the above qualifications as the Board may find appropriate and acceptable

Physical Demands

- Ability to reach above and below the waist
- Ability to use fingers to pick, feel and grasp objects
- Ability to lift and/or carry supplies weighing no more than 40 lbs.
- Ability to frequently walk, stand and move throughout the work environment

Sensory Abilities

- Visual acuity
- Auditory acuity

Work Environment

- Normal school building environment
- Subject to inside environmental conditions

Temperament

- Must possess excellent interpersonal skills and have the ability to effectively communicate with all members of the district community
- Able to handle multiple priorities, make sound judgments, and work in a fast-paced environment with frequent interruptions
- Able to provide outstanding customer service to students, staff, faculty, and parents
- Possess experience responding with sensitivity to individuals from diverse backgrounds
- Able to establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and parents
- Must be able to learn and adapt to change in the work environment, accept constructive feedback, work cooperatively in group situations, and work actively to resolve conflicts
- Maturity and integrity when handling confidential data

Cognitive Ability

- Ability to communicate effectively, both written and verbal, and to present information effectively to small and large groups
- Flexibility and capability to manage, organize, and prioritize multiple tasks
- Ability to analyze, interpret, and solve detailed and highly technical problems across a range of hardware and software systems

(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)

Pending Board Approved February 2023