

Job Description			
Position:	Systems Administrator	Date Created:	3/28/2025
Department:	Information Technology	Job Type:	Full-time, 12-month
Reports To:	Chief Information Officer	FLSA Category:	Exempt
Placement Schedule: Schedule 2, Pay Grade 18			

POSITION SUMMARY:

The Systems Administrator is responsible for planning, configuring, deploying, and supporting all Haven Schools technology infrastructure with a primary focus on servers, network administration, systems logistics, and configuration management. This position builds upon existing administrative processes & tools while utilizing automation tools and standardizing procedures to reduce duplication of effort. Advanced, efficient troubleshooting ability is necessary to resolve problems quickly while minimizing impact to users.

KEY RESPONSIBILITIES:

- Manages server operations including both proactive and reactive maintenance for all instructional and administrative technology systems. These include, but are not limited to file and application servers and include physical and virtual servers, both premise and cloud based.
- Monitors the availability and health of the Bay Haven data/voice network, as well as key infrastructure at the district level.
- Oversees data security systems including firewall, anti-virus, network access control, and malicious use detection.
- Administers the Organization WAN, campus LANs, and all associated wired and wireless networking components.
- Disseminates technology-related information to the Chief Information Officer as well as all other IT support personnel employed by Bay Haven Charter, Inc.
- Utilizes and maintain Help Desk Support system to coordinate and communicate support services.
- Remains technically competent. Keep updated of changes in new technologies available and directions of future technology development.
- Assists faculty and staff in dealing with major technical issues, escalated by Support Technicians, to maintain a positive attitude among educators about use of technologies and avoid frustrations and fear of technologies by those teachers unfamiliar with them.
- Installs, configures, upgrades, and manages operating systems and applications, ensuring their integrity within local servers as well as individual computers:
 - Windows 10/11 Professional
 - Windows Server 2019/2022
 - Microsoft Active Directory, Group Policy, DNS/DHCP
 - Google Apps, Chrome Devices
 - Varied Instructional Support Software
 - Wow Phone systems
 - Cisco Meraki Wireless Management System
 - Sentinel one Anti-Virus.
- Performs other duties as assigned.

QUALIFICATIONS:

- High School Diploma or GED (required).
- Associate's degree in computer science or related course of study (preferred).

Systems Administrator

- 3+ years experience providing technical support and network administration in a large multi-platform and multi-operating systems environment required.
- Certification(s) in CompTIA A+, Security +, Network +, Microsoft Certified Professional, Cisco Certified Network Associate preferred.
- Advanced knowledge information security practices.
- Advanced knowledge of Microsoft Active Directory and Group Policy.
- Prior experience in deploying and maintaining layer 2/3 wired networking devices and enterprise-class Wi-Fi systems.
- Strong organizational and time management skills.
- Ability to multi-task when necessary.
- Effective oral and written communication skills.
- Excellent customer service skills.
- Ability to identify problems and recommend solutions within the scope of the position.
- Ability to read, understand, and follow oral and written instructions.
- Ability to maintain strict organization and student confidentiality.

PHYSICAL DEMANDS:

- Varied activities including sitting, standing, walking, bending, lifting, crawling, climbing and reaching for extended periods of time.
- Frequent need to lift, carry, push, or pull items weighing up to 50 pounds. Periodic need to perform a two-person lift on objects over 50 pounds.

WORK ENVIRONMENT:

- Work is generally performed in a fast-paced, high volume, school/office environment.
- Must be able to tolerate varying environmental conditions including, but not limited to heat and cold.
- Must be able to tolerate frequent interruptions from students, staff members, and others.

TRAVEL REQUIREMENTS:

- Occasional travel between Haven Schools campuses may be required.

SIGNATURE:

I have received a copy of this job description and understand that if I have any questions about the responsibilities (stated or later assigned), I may ask my supervisor for clarification.

SIGNATURE: _____

DATE: _____

PRINT NAME: _____