DULUTH PUBLIC SCHOOLS

# CLASSIFICATION DESCRIPTION

# TITLE: Endpoint Systems Specialist

| **Title of Immediate Supervisor**: | **Department:** | **FLSA Status**: |
|---|---|---|
| Director of Technology | Technology | Exempt |
| **Accountable For (Job Titles):** | | Non-Certified Business Division, Administrators' Association, Pay Class VII |

## General Summary or Purpose of Job:

This position is responsible for the operation and modernization of ISD 709's technology endpoint management with the exception of Google ChromeOS devices managed under the organization's Google admin console. End-user operating systems currently falling under this position's responsibility include Microsoft Windows and Apple iOS, though this list may evolve over time. Responsibilities include endpoint updates, software deployment or maintenance, and operating system (OS) imaging. Position will research and recommend hardware system configurations to meet end user needs. Position designs, implements, and maintains endpoint management systems and associated products to support the district's curricular and administrative requirements. Position trains and collaborates with district's technical support staff to provide a strong end user technology experience. The Endpoint Systems Specialist also provides assistance to staff with technology problems requiring expert troubleshooting and analysis.

| Duty No. | Essential Duties: (These duties and frequencies are a representative sample; position assignments may vary) | Frequency |
|---|---|---|
| 1. | Oversee and maintain endpoint management systems and related products with the exception of the Google Admin console and ChromeOS devices. Coordinate device deployment processes. Modernize the district's endpoint deployment and management strategy to stay current with evolving technology, evaluating and implementing new products and features to meet district needs.<br><br>Oversee, review and coordinate with district admin staff on complex issues involving driver compatibility, device security, BIOS/UEFI configurations, and software updates. Coordinate with district staff to provide a secure student and staff end user computing environment. | 35% daily |
| 2. | Subject matter technical expert: assists district employees and technology staff with questions related to operating systems and endpoint management systems, operating system updates, district technology help desk, user accounts, Group Policy or device management configuration and endpoint security compliance. | 35% daily |

| | | |
|---|---|---|
| 3. | Analyze and resolve complex end-user issues, to include interpreting log files. Solicit vendor support when necessary. | 10% daily |
| 4. | Provide scripting and process automation services to enhance technology operations for the district. | 10% weekly |
| 5. | Collaborate with technology department staff and leadership regarding access rights, security issues, storage, web filtering and firewall issues. | 10% monthly |
| 6. | Perform security investigations and audits related to endpoint operating systems storage and software use. Provide detailed reports in requested formats. Cooperate and provide detailed information as requested for endpoint related issues, sometimes involving outside agencies. This may include sworn testimony with public officials, legal counsel and local or federal law enforcement agencies. | 10% annually |
| 7. | Assist and provide technical guidance for statewide student testing involving the district's endpoint devices. | 10% annually |
| 8. | Evaluate technical requirements of new district curriculum software, apps and web-based products. Advise curriculum content specialists on technical requirements for digital resources. Make recommendations for new endpoint hardware purchases. | 5% annually |
| 9. | Train Field Support Technicians on day-to-day technical processes and duties. | 5% annually |
| 10. | Analyze and audit endpoint management system settings annually to ensure data security and maintain overall stability of operations for end users. | 5% annually |
| 11. | Other comparable duties as assigned. | Ongoing |

## **Minimum Qualifications**: (necessary qualifications to gain entry into the job)

- Bachelor's degree in Computer Science, MIS, Business Technology, or 5 years of related work experience.
- A minimum of 3 years' experience administering Microsoft SCCM, Intune or similar endpoint management system in a comparably sized organization. Cloud-based OS and application administration experience with products like Microsoft Intune, Microsoft Entra ID, Mosyle MDM or similar is highly desirable.
- Experience configuring and managing mobile devices (i.e. Apple iOS) is desirable.
- Or an equivalent combination of education and experience

## **Certification or Licensing Requirements** (desirable):

Microsoft systems certifications
OS Security Certifications
Mobile device management (MDM) training or certifications

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## Knowledge and Ability Requirements:

Requires knowledge of:

- Strong communication and listening skills
- Excellent organizational skills
- Excellent interpersonal skills, both oral and written
- Demonstrated leadership ability
- Ability to maintain confidentiality when necessary
- Ability to manage projects
- Proven leadership ability in dynamic complex technical environment
- Ability to communicate to management and vendor personnel regarding technical issues

## Skill Requirements:

Skilled in:

- Experience with the specific operating systems, applications, or cloud systems used within the district:
  - Microsoft Systems Center Configuration Manager, Microsoft Intune or similar
  - Windows OS deployment and management
  - Mosyle Mobile Device Management or similar MDM for Apple iOS devices
  - Apple School Manager and Apple device deployment processes
  - Thorough understanding of securing and auditing the Windows OS environment
  - Experience managing policies and configurations in Windows Defender for Endpoint or similar anti-malware endpoint protection administration
  - Windows Server Update Services or similar
  - Experience with Deployment Imaging and Service Management (DISM)
  - Experience with Windows System Image Manager
  - Knowledge of Powershell and batch files
  - Understanding of Microsoft & Windows enterprise licensing
  - Understanding of command-based tools such as diskpart, ipconfig, nslookup, etc.
  - Experience with Windows driver management
  - Thorough understanding of Microsoft Active Directory, Group Policy and Entra ID
  - Thorough knowledge of NTFS file system rights
  - Experience with data and security breach research and remediation
  - Knowledge of building and maintaining mandatory profiles for the Windows environment
  - Understanding of cloud-based management tools related to the Windows OS
- Ability to write scripts using one of more of the following
  - PowerShell
  - Shell scripting (for example, batch files to set permissions)
- Ability to write technical documentation for both end users and technical staff

## Physical Requirements: Indicate according to the requirements of the essential duties

| **Employee is required to:** | **Never** | **1-33% Occasionally** | **34-66% Frequently** | **66-100% Continuously** |
|---|---|---|---|---|
| Stand | | ☒ | | |
| Walk | | ☒ | | |
| Sit | | | ☒ | |
| Use hands dexterously (use fingers to handle, feel) | | | | ☒ |
| Reach with hands and arms | | | | ☒ |
| Talk and hear | | | | ☒ |
| **Lift & Carry:** Up to 10 lbs. | | ☒ | | |
| Up to 25 lbs. | | ☒ | | |
| Up to 50 lbs. | | ☒ | | |

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TITLE: Systems Specialist Desktop

## General Environmental Conditions:

Majority of work time is spent either sitting or standing to accomplish day to day tasks and there are minimal environmental risks or disagreeable conditions.

## General Physical Conditions:

**Work can be generally characterized as:**

**Light Duty Physical Work**: Daily work is performed either sitting or standing for long periods of time.

| **Vision Requirements**: Check box if relevant | Yes | No |
|---|---|---|
| No special vision requirements | ☒ | |
| Close Vision (20 in. of less) | | |
| Distance Vision (20 ft. of more) | | |
| Color Vision | | |
| Depth Perception | | |
| Peripheral Vision | | |

## Job Classification History:

**Draft June 15, 2022**
**Revised October 29, 2026, Board Approved November 17, 2026**