

GRAND ISLAND PUBLIC SCHOOLS JOB DESCRIPTION

Position Title: Endpoint Manager

Job ID #: 51777 (GR2700)

Reports To: Chief Information Officer

FLSA Status: Hourly, non-exempt

At-Will Position: This position is an “at-will” position and may be terminated, with or without cause, at any time at the sole discretion of the Superintendent or Superintendent’s designee.



Position Purpose: Maintains computing environment by managing all aspects of the endpoint device lifecycle. Managing acquisition, configuration, inventory, deployment, and divesting of computer hardware and endpoint devices. Identifying endpoint device requirements; engaging vendors for sales and support; repairing devices; imaging devices; installing applications and upgrades; monitoring network performance; repairing systems and supporting customers directly as layer two and three technical support.

Desired Characteristics:

- Ability to perform complex repairs on endpoint devices, including tablets, chromebooks, PCs, and Apple Hardware.
- Ability to train and support others in repairing endpoint devices in the field.
- Strong problem-solving skills and the ability to troubleshoot complex technical issues related to endpoint devices and network connectivity.
- Continuous learning mindset, with a commitment to staying updated on emerging technologies and trends in endpoint management and IT security.



Job Responsibilities:

- Manage the acquisition process of endpoint devices including desktop computers, laptops, tablets, and mobile devices.
- Develop and maintain a standardized configuration for endpoint devices to ensure consistency and security across the organization.
- Maintain an accurate inventory of all endpoint devices, including tracking hardware specifications, software configurations, and user assignments.
- Maintain an accurate inventory of repair parts to support the repair activities of this position and others supporting the deployed endpoints.
- Coordinate the deployment of new endpoint devices, ensuring timely delivery and setup according to organizational needs.
- Develop and implement procedures for securely decommissioning endpoint devices at the end of their lifecycle, including data wiping and disposal in compliance with relevant regulations.
- Assess endpoint device requirements for various departments and roles within the organization, collaborating with stakeholders to determine optimal specifications and configurations.
- Liaise with vendors for the procurement of endpoint devices, negotiating contracts and service agreements to ensure cost-effective solutions.
- Provide technical support for endpoint devices, serving as a point of contact for troubleshooting and issue resolution at ITIL layers two and three.
- Perform system imaging and software installations on endpoint devices, ensuring they are configured according to organizational standards and user requirements.
- Manage application and software upgrades on endpoint devices, coordinating testing and deployment to

- minimize disruption to users.
- Monitor network performance related to endpoint devices, identifying and resolving issues to maintain optimal connectivity and productivity.
- Conduct regular maintenance and repairs on endpoint devices, both proactively and in response to reported issues, to minimize downtime and ensure reliability.
- Provide support to mobile technicians and end-users, offering guidance and assistance with endpoint device usage, troubleshooting, and software applications.
- Stay updated on emerging technologies and best practices related to endpoint management, recommending improvements and innovations to enhance efficiency and security.
- Collaborate with other IT teams and departments to integrate endpoint management processes with broader IT initiatives and organizational goals.
- Performs other duties as required by the supervisor.

Additional Job Responsibilities:

- Performs other duties as required by the supervisor.
- Serve as a role model to all students.
- Serve as a positive member of the community in a way that does not negatively affect the District's reputation or image in the community.
- Refrain from engaging in conduct that interferes with the operations of the District, including the education of students.
- Develop and maintain a positive and professional working relationship with other staff and administration.
- Adhere to all District policies, rules, regulations, and supervisory directives.
- Maintain confidentiality of information concerning staff, students, and parents in accordance with law and District rules.
- Adhere to the code of ethics of the District and the Nebraska Department of Education (NDE Rule 27).



Position Requirements:

- Associates degree in computer systems/network administration, or the equivalent in job related experience.
- Certifications in relevant areas such as CompTIA A+, CompTIA Network+, CompTIA Security+, Microsoft Certified Professional (MCP), or similar certifications demonstrating proficiency in IT management and networking.
- Proven experience in IT administration, particularly in endpoint management, with 3-5 years of relevant work experience preferred.
- Demonstrated expertise in managing the lifecycle of endpoint devices, including acquisition, configuration, deployment, and decommissioning.
- Experience with network monitoring and troubleshooting, including familiarity with TCP/IP networking, DHCP, DNS, and other relevant protocols.

Essential Functions: The essential functions of the position include:

1. Regular, dependable in-person attendance on the job;
2. The ability to perform the identified responsibilities and to possess and utilize the identified knowledge, skills, and abilities and to perform the identified work activities; and
3. The ability to perform the following physical requirements in the identified working conditions:

	Never (0%)	Occasional (1-32%)	Frequent (33-66%)	Constant (67%+)
Standing		X		

Walking	X	
Sitting		X
Bending/Stooping/Squatting	X	
Reaching/Pushing/Pulling	X	
Climbing	X	
Driving	X	
Typing		X
Physical Tasks	X	
Lifting (25 lb max)	X	
Carrying (50 ft)	X	
Manual/Finger Dexterity Tasks	medium level	
Working Conditions	No exposure to hazards except those associated with travel between or being in schools.	

Grand Island Public Schools do not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.