

Job Title: IT Systems Administrator (Active Directory & Google Management)

Department: Information Technology

Reports To: IT Manager/Director

Job Summary:

The IT Systems Administrator is responsible for the day-to-day management and maintenance of the organization's Active Directory and Google Workspace environments, as well as general Windows systems administration. This role ensures the secure and efficient operation of user accounts, access permissions, and related systems. The ideal candidate will have a strong understanding of Windows Server environments, Google Workspace administration, and experience working with Student Information Systems (SIS). They will be responsible for account lifecycle management, troubleshooting, providing technical support, and general windows systems administration duties related to these systems.

Responsibilities:

- **Windows Systems Administration:**
 - Install, configure, and maintain Windows Server operating systems.
 - Monitor system performance and troubleshoot hardware and software issues.
 - Image desktop computers as needed for either a lab or teacher workspace.
- **Active Directory Management:**
 - Manage and maintain Active Directory users, groups, and organizational units (OUs).
 - Implement and enforce Group Policy Objects (GPOs) to maintain security and configuration standards.
 - Troubleshoot Active Directory related issues, including authentication and authorization problems.
 - Perform regular audits of Active Directory to ensure compliance and security.
 - Manage DNS, DHCP, and other related services.
- **Google Workspace Administration:**
 - Administer Google Workspace accounts, including user creation, deletion, and permission management.
 - Manage Google Groups, shared drives, and other Google Workspace services.
 - Implement and maintain Google Workspace security policies.
 - Provide support for Google Workspace applications, such as Gmail, Drive, and Meet.
- **Account Lifecycle Management:**
 - Create, modify, and delete user accounts in Active Directory and Google Workspace.
 - Manage account provisioning and de-provisioning processes.
 - Automate account management tasks where possible.

- Manage password resets and account unlock procedures.
- **Student Information System (SIS) Support:**
 - Assist with the integration and maintenance of the SIS with Active Directory and Google Workspace.
 - Provide technical support related to SIS user accounts and access permissions.
 - Troubleshoot SIS related issues, including data synchronization and access problems.
 - Create and maintain user accounts within the SIS as needed.
 - Work with SIS vendors for support and updates.
- **Technical Support:**
 - Provide timely and effective technical support to end-users for Active Directory, Google Workspace, SIS, and general windows systems related issues.
 - Document support requests and resolutions in a ticketing system.
 - Create and maintain technical documentation.
- **Security and Compliance:**
 - Implement and maintain security best practices for Active Directory, Google Workspace and Windows Servers.
 - Ensure compliance with relevant data privacy regulations.
 - Monitor system logs and security alerts.
- **Network Support:**
 - Understand basic network concepts
 - Subnetting
 - Routing
 - DNS
 - DHCP
 - VLANS
 - Wifi

Qualifications:

- Preferred Bachelor's degree in Information Technology, Computer Science, or a related field (or equivalent experience).
- Minimum of 3-5 years of experience in Windows systems administration, Active Directory, and Google Workspace administration.
- Strong understanding of Windows operating systems and Active Directory concepts.
- Experience with Google Workspace administration, including user management and security.
- Experience working with Powerschool Student Information Systems (SIS) is highly preferred.
- Excellent problem-solving and troubleshooting skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong understanding of network protocols such as DNS and DHCP.

Preferred Qualifications:

- Relevant certifications (e.g., Microsoft Certified: Windows Server Hybrid Administrator Associate, Google Workspace Administrator Certification).
- Experience with automation tools.
- Experience in an educational environment.

Physical Requirements:

- Ability to sit or stand for extended periods.
- Ability to lift and move computer equipment as needed.

This job description is intended to convey information essential to understanding the scope of the position and is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with it.