Killeen Independent School District

Job Description

Job Title: System Administrator- Mobile Device Management Systems **Exemption Status/Test:** Exempt

Reports to: Director of Campus Technology   **Date Revised:** July 16, 2025

Dept./School: Technology Services   **Pay Grade:** AM6

Primary Purpose:

Evaluates, implements, and maintains the KISD enterprise client systems, mobile devices, patch management, and applications through Mobile Device Management systems. Leverages scripting, configuring security policies to evaluate, implement, and maintain Killeen ISD's enterprise client systems, mobile devices, patch management, and applications. Ensures district-wide integration and reliable operation of mobile technologies, upholds security compliance, delivers technical expertise, incident response, and end-user support, and collaborates with Tier 2 and Tier 3 support to enhance system functionality and meet district needs.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The Board of Trustees may consider alternatives to these qualifications as appropriate

  Education/Certification/License:
Bachelor's degree in Computer Science, Information Systems, or in a related field; and four years of related work experience. Knowledge and technical expertise supporting Apple and Windows operating systems, desktop applications, and printers, required.

Special Knowledge/Skills:
Knowledge of mobile device management (MDM) solution for various devices.
- Knowledge of scripting language.
- Knowledge of Mac OS and Windows operating systems.
- Ability to design and build a disaster recovery process for enterprise management systems.
- Skill in working in collaborative team-based environments and using good inter-personal communication.
- Ability to prioritize and organize work responsibilities.
- Ability to multi-task and pay attention to detail.
- Skill in providing customer service.
- Ability to work under pressure and meet deadlines.
- Excellent verbal and written communication skills in working with technical and non-technical people.
- Ability to develop and maintain collaborative relationships among all levels of an organization.
Ability to work effectively in a team-based environment and a demonstrated willingness to support team on all levels to get the job done

Major Responsibilities and Duties:

Actively participates in Killeen ISD technology incident responses and situations providing timely resolution to system and device issues.

Oversees, integrates, packages, and deploys district-approved software, managing the creation and delivery of district-wide software deployments for supported operating systems.

Installs, configures, tests, maintains, monitors, and troubleshoots approved end user licensed software and hardware products to ensure optimal performance.

Actively participates in Killeen ISD technology incident responses and situations as it pertains to systems under their administration.

Maintains proficiency in technology security, configuring and enforcing device policies, profiles, and groups using Mobile Device Management (MDM) software.

Plans, supervises, and executes the installation, development, and enhancement of enterprise client systems, diagnosing and resolving hardware, software, and imaging issues.

Stays current with advancements in Killeen ISD enterprise servers, Mobile Device Management systems, and related technologies through ongoing professional development.

Diagnoses and resolves issues related to software deployment and workstation imaging.

Oversees, creates, packages, tests, integrates, and deploys district-approved software deployments for supported operating systems.

Provide technical training and end-user support for district-approved systems and management of the systems, ensuring effective system management and user adoption.

Demonstrate knowledge of PowerShell, Shell, or other scripting languages and Active Directory infrastructure to support system administration tasks and system efficiency.

Contributes technical expertise to ongoing district technology projects, ensuring alignment with organizational goals.

Creates, maintains, and troubleshoots computer and mobile device policies, profiles, and groups within mobile device management systems to ensure compliance and functionality.

Monitors MDM license usage and configuration data within the district's Mobile Device Management (MDM) platform to ensure efficient license utilization and accurate device assignment records. Escalates discrepancies to designated asset management personnel.

Provides technical support and guidance to campuses and departments, addressing system-related needs and enhancing operational efficiency.

Develops and maintains standards and procedural documentation for system administration and support processes.

Works independently with minimal supervision while collaborating effectively with team members and stakeholders, exercising sound judgment and maintaining clear documentation of activities and accomplishments.

Performs other duties as assigned.

Supervisory Responsibilities: Directly supervises Systems Technicians. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees, planning, assigning, and directing work; conducting performance reviews, addressing complaints, resolving problems, and ensuring alignment with district goals and technology support standards.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Standard office equipment including personal computer and peripherals. Phone systems, and peripherals.

Posture/Physical Demands: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear, to use hands to finger, handle, or feel, and to stand and walk. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching.

Lifting: Regular moderate lifting and carrying (up to 44 pounds); occasional heavy lifting and carrying (45 pounds and over).

Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. District-wide travel to multiple campuses, as assigned. Possible travel outside of the district. The noise level in the work environment is usually moderate. Occasional work during the weekends and evenings for special school functions. May work outside with extreme temperatures (hot and cold) and humidity extremes, regular exposure to noise and computer monitors.

Mental Demands: Work with frequent interruptions; emotional control under stress.

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.