

Position Title	Endpoint Administrator		
Working Title			
FLSA Status	Eligible	Job Code	1401
Salary Band	MP3	Revised	1/2019

### General Purpose

Working independently with general guidance, this position is responsible for desktop and laptop computers and other endpoint devices and peripherals. Provides technical support to end-users.

### Illustrative Examples of Duties and Responsibilities

Selects, purchases, and configures desktop and laptop computer hardware, software, and peripheral equipment. Troubleshoots hardware and software problems. Performs routine software and hardware maintenance.

Directs the installation, maintenance, and repair of desktop and laptop computer hardware, software, and peripheral equipment.

Reviews, tests, programs, debugs, analyzes and enhances efficiency, stability and scalability of peripheral equipment and resources.

Collaborates with other IT administrators to ensure network security and optimum performance of all endpoint devices.

Creates procedural documentation for configuring, installing, and maintaining hardware and software using network-based management tools.

Interviews, hires, trains, supervises and evaluates assigned staff; ensures that assigned staff receive training, coaching.

Collaborates with staff and management to create specific user-interface experiences for both staff- and public-facing computers.

Collaborates with District staff when configuring public and staff computers.

Maintains Helpdesk ticketing, inventory, and purchasing software.

Responds to Helpdesk requests by providing hardware and software support or referring to appropriate IT staff.

Assists in technology-related programming and training initiatives as assigned.

Travels to District facilities on a regular basis.

Performs other tasks as assigned.



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## Supervision

Reports to: IT Manager

Supervises: IT Technician

## Minimum Qualifications

### Required

- Bachelor's degree in an Information Technology-related field
- Three years current, full-time work experience with desktop support or related IT field

Five years current, progressively responsible full-time work experience with desktop support, including installation, repair and maintenance of Windows desktop computers, or related IT field may substitute for a bachelor's degree

### Preferred

- Experience working in a Windows Network environment

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

## Necessary Knowledge, Skills & Abilities

### Knowledge of

- Computer operations and best practices in a networked environment and current versions of Windows.
- Active Directory, Group Policy, and other management tools to manage users, groups, applications, and security in a Windows Domain Environment.
- Operating systems and applications, including disk imaging in a Windows Network environment.
- Printer management, maintenance, and hardware repair.
- Helpdesk Ticket Systems and Inventory Tracking Systems.
- Scripting languages appropriate for automating reoccurring tasks.

### Skill in

- Desktop security management using enterprise anti-virus software and Windows Software Update Service.
- Troubleshooting methods to solve computer hardware and software problems.

### Ability to

- Organize and manage complex projects.
- Communicate effectively both verbally and in writing.
- Organize and maintain records and files.
- Provide technical assistance to customers having varying levels of technical expertise and aptitude.



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- Train and direct the work of other staff.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;

### Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk for extended periods of time. This position requires frequent public and/or staff contact. Moderate stress may be encountered due to heightened library activities or intense customer interactions.

The noise level in the work environment ranges from moderately quiet to moderately noisy depending on the task being performed.

Occasionally work must be performed in high, precarious places. Occasional exposure to the risk of electrical shock may occur.

An individual performing the duties in this position may be required to sit or stand for long periods of time, climb (typically using a ladder or stool), lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

### Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

*The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*



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