



**Contact:** Marissa Green  
Director of Information Technology Services  
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# SYSTEMS ADMINISTRATOR

**Department:** Information Technology Services

**FLSA:** Exempt

**Reports to:** Marissa Green, Director of IT

**Schedule:** Full time/calendar year

**Designation:** Staff

**Travel:** Occasional

## POSITION SUMMARY

As a member of the Department of Information and Technology, the Systems Administrator is responsible for supporting, configuring, maintaining, and upgrading the school's computing and network infrastructure. This position is responsible for production support and maintenance, service improvements, and providing proactive administration to evolve technology as the needs within the school change. This position is also responsible for leading and implementing large and small-scale technology projects in support of student, staff, and faculty needs.

The position requires an individual who is self-motivated, collaborative, solutions-oriented, able to learn new technologies quickly. Due to the size of the IT team, this position will be expected to cover other IT functions as needed including, but not limited to, IT helpdesk, trainer, and software support. Working directly with faculty, staff, and students is part of the day-to-day responsibilities of this position, and strong customer service skills are required.

Greenhills School is eager to consider applications from groups traditionally underrepresented in independent school communities. We want a diverse mix of talented people who want to join us as student-centered educators and role models who bring joy and good humor to our classrooms, fields, and offices, employ a broad array of effective instructional methods, work collaboratively with colleagues, seek and respond to student feedback, and commit to reflective practice and continual growth. We pride ourselves on being a warm and welcoming inclusive community.

## DUTIES AND RESPONSIBILITIES

- Analyze, plan and implement changes to maintain the school's server and network infrastructure
- Responsible for device management of computer and mobile devices, including inventory, build, maintenance, upgrades, and application packaging.
- Monitor systems for availability, error conditions, adequate resources, backup integrity, and performance and escalate issues as needed
- Identify single points of failures and make recommendations for improvement to the Director of Information Technology Services
- Collaborate with information and technology colleagues, staff, faculty, students,



and others, as needed to resolve emergent and ongoing technical problems.

- Provide 1st and 2nd level support for faculty and students, as needed
- Proactively identify areas of service improvements and potential future enhancements based on ticket trends, feedback, or technology shifts in K-12
- Lead service improvements by evaluating, researching and implementing updates of new or existing technologies to fit the current needs of the Greenhills community
- Assist in planning and budgeting recommendations for the Department of Information and Technology
- Responsible for working as part of a team, including cross-training others within the IT department, documenting knowledge base articles for internal use, and creating transparency in the work being performed through the use of project tracking and incident tracking software
- Stay current with relevant advances in Information Technology in K-12. Develop and follow best practices and share knowledge
- Network with other IT professionals in K-12 Independent schools and use this network for benchmarking, trend analysis, and troubleshooting/problem-solving
- Be an active part of the Information Technology team's communications, planning, and strategy through active participation in team, project, and strategy meetings
- Mentor and delegate tasks to other team members
- Positively influence the culture and dynamics of the team through problem-solving, modeling, and encouraging team members to excel in the work being performed
- Other projects and tasks as assigned by the Director
- Performs other duties as assigned

## **SKILLS AND EXPERIENCE REQUIRED**

### **Technical Skills**

- Bachelor degree in Information Technology or related field or an equivalent combination of education, training, and experience
- Minimum of 2 years systems administrator with demonstrated knowledge to use appropriate technology tools for day-to-day administration tasks
- Demonstrated depth in Mac and/or Windows operating systems
- Proven expertise in Google Workspace, Microsoft Azure, and/or Windows server administration
- Strong understanding of networking protocols and experience with network troubleshooting
- Knowledge of backup and recovery processes and best practices
- Proficiency with scripting or other automation tools
- Familiarity with Linux operating systems is a plus

### **Problem-Solving and Adaptability**

- Demonstrated ability to troubleshoot complex technical issues
- Aptitude for identifying process improvement opportunities and implementing solutions
- Ability to adapt to changing priorities and work effectively in a fast-paced environment with tight deadlines



### **Communication and Teamwork**

- Excellent verbal and written communication skills
- Ability to collaborate effectively with colleagues and provide outstanding customer service

### **PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL FUNCTIONS**

- Office environment.
- Repetitive motion, use of a keyboard.
- Occasional light lifting and carrying.
- Regular standing, stooping, and walking to various locations on campus.
- Greenhills School property is a tobacco-free environment.

### **ADDITIONAL INFORMATION & HOW TO APPLY**

Interested candidates should submit a cover letter with résumé and three references to Director of Information Technology Services Marissa Green at [mgreen@greenhillsschool.org](mailto:mgreen@greenhillsschool.org).

The essential functions and basic skills have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This position description is subject to change at any time.

*Greenhills School is an Equal Opportunity Employer.*

*Greenhills School does not unlawfully discriminate on the basis of age, gender, religion, race, color, sexual orientation, gender identity, genetic information, disability, or national or ancestral origin in the administration of its educational policies, scholarship and loan programs, athletic and other School-administered programs, or in the administration of its hiring and employment practices.*