

# Information Systems - End Point Management Administrator

[Position Description](#) | [Qualifications](#)

## OVERVIEW

Reporting to the Manager, Information Technology for Learning (ITL), the Information Systems – End Point Management Administrator (IS-EP) is responsible for deploying, managing, and supporting endpoints for the educational and administrative use of the district, aligned with educational and operational goals and cybersecurity best practices.

The IS-EP plays a critical role in ensuring secure, efficient, and reliable operation of all endpoint devices—including laptops, desktops, tablets, and mobile devices—across the district. This role undertakes projects alone or acts as project manager involving significant business analysis, technical analysis, scripting, and technical support. The position operates in an environment of constantly changing priorities and short timelines with mission critical systems.

## POSITION DESCRIPTION

### INFORMATION SYSTEMS - END POINT MANAGEMENT ADMINISTRATOR

#### ISEP-1

Analyses and evaluates existing or proposed systems and technology and devises technical solutions or develops proposals to evolve district technology in alignment with business requirements, often involving extremely confidential information. Prepares charts and diagrams to assist in problem analysis and solution development. Prepares detailed program specifications and coordinates the systems changes with IT and other departments, and ensures satisfactory results aligned with business requirements.

#### ISEP-2

Schedules, coordinates and conducts interviews with a variety of District staff to gather business requirements and identify user needs. Actively, with initiative and curiosity, seeks to understand the IT needs of District staff and works toward resolution. Defines user requirements for modifications to existing systems and procedures and designs new systems and procedures.

### **ISEP-3**

Provides training and conducts in-service sessions for District staff. Develops and communicates complex IT concepts in a logical and persuasive fashion and expresses them in conversation, writing and formal oral presentations. Highly effective communications skills are essential to coach, train, guide, develop or otherwise improve the skills of others in systems related areas.

### **ISEP-4**

Plans, organizes, schedules and coordinates systems, products, resources and vendors to implement approved projects. Monitors the quality and accuracy and security of the systems, products and resources involved in the implementation phase and revises and corrects problems as they occur.

### **ISEP-5**

Works independently in planning and carrying out assignments. Work is reviewed only for attainment of objectives and adherence to deadlines. Past practices and precedents provide only general direction.

### **ISEP-6**

Participates and makes recommendations during reviews of existing systems and procedures and in testing, evaluation, acquisition and installation of new hardware and software.

### **ISEP-7**

Builds and develops team approaches to problem solving where individual skills and abilities are pooled to address and resolve issues.

### **ISEP-8**

Produces and maintains comprehensive operational and process documentation for the end point management infrastructure.

### **ISEP - 9**

Builds and tests changes to and modifications of technical systems including but not limited to version upgrades and system and security patches.

### **ISEP-10**

Develops, installs and applies appropriate tools and procedures to measure system or device performance and usage and security and recommends or takes appropriate action to maintain optimal security and performance of those systems.

### **ISEP-11**

Lifts and moves material up to 18 kg (40 lb.)

### **ISEP-12**

Performs other assigned comparable or transient duties which are

within the area of knowledge and skills required by this job description.

**QUALIFICATIONS FORM**  
**INFORMATION SYSTEMS - END POINT MANAGEMENT**  
**ADMINISTRATOR**

<b>EDUCATION</b>	<p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>Post-secondary education in Information Technology, Computer Science, or a related field.</p> <p><b><i>OTHER RELATED COURSES</i></b></p> <p>Microsoft Certified: Modern Desktop Administrator Associate</p> <p>Apple Certified Support Professional (ACSP)</p> <p>Jamf Certified Tech/Admin</p> <p>CompTIA A+, Network+, or Security+</p> <p>Google Certified Administrator</p> <p>Microsoft Intune / Endpoint Manager (Microsoft Certified: Endpoint Administrator Associate)</p> <p>Microsoft Certified: Azure Fundamentals (AZ-900)</p>
<b>EXPERIENCE</b>	<p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>A minimum of 4 years specific experience OR six years or more of related experience; prior work in K-12 or education technology preferred.</p> <p>Proficient in enterprise tools such as Microsoft Endpoint Manager (Intune), Jamf, SCCM, and Google Admin Console.</p> <p>Knowledge of Windows, macOS, iOS, and ChromeOS ecosystems.</p> <p>Experience with scripting (PowerShell, Bash, etc.) for automation and reporting.</p> <p>Familiarity with networking, identity management, and security practices relevant to endpoint management.</p>

<b>KNOWLEDGE</b>	<p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>Thorough knowledge of business and educational computer systems</p> <p>Thorough knowledge of configuring and operating/supporting a variety of computer hardware and related devices.</p> <p><b><i>JOB SPECIFIC REQUIREMENTS</i></b></p> <p>Thorough knowledge of multi-user computer environmental issues</p> <p>Thorough knowledge of personal computers</p> <p>Proficient in enterprise tools such as Microsoft Endpoint Manager (Intune), Jamf, SCCM, Google Admin Console.</p> <p>Knowledge of Windows, macOS, iOS, and ChromeOS ecosystems.</p> <p>Experience with scripting (PowerShell, Bash, etc.) for automation and reporting.</p> <p>Familiarity with networking, identity management, and security practices relevant to endpoint management.</p>
<b>SKILLS AND ABILITIES</b>	<p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p><b>Device Deployment &amp; Management</b></p> <ul style="list-style-type: none"> <li>• Manage the lifecycle of endpoint devices (Windows, macOS, iOS, ChromeOS) using enterprise tools (e.g., Microsoft Intune, Jamf, Google Admin Console, SCCM, etc.).</li> <li>• Implement and maintain automated deployment, imaging, and software distribution processes for new and existing devices.</li> <li>• Configure and enforce mobile device management (MDM) policies in accordance with district security standards and age-appropriate access levels.</li> </ul> <p><b>Support &amp; Troubleshooting</b></p> <ul style="list-style-type: none"> <li>• Provide Tier 2/3 support for endpoint-related issues escalated by help desk or site techs.</li> <li>• Troubleshoot hardware and software issues affecting devices used by students, teachers, and staff.</li> <li>• Maintain accurate inventory and asset tracking systems.</li> </ul> <p><b>Security &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure all endpoints are patched, updated, and compliant with cybersecurity policies and regulatory standards (e.g., CIPA, FERPA, COPPA).</li> <li>• Deploy and manage antivirus, endpoint detection and response (EDR), and encryption tools across the fleet.</li> <li>• Monitor endpoint compliance and remediate vulnerabilities or policy violations.</li> </ul>

	<p><b>User &amp; Policy Management</b></p> <ul style="list-style-type: none"> <li>• Collaborate with sysadmins and network teams to manage device/user group policies via Active Directory, Azure AD, or Google Workspace.</li> <li>• Support classroom technology tools and learning platforms requiring endpoint integration</li> </ul>
	<p><b><i>INTERPERSONAL REQUIREMENTS</i></b></p> <p>Oral communication skills including the ability to relate to staff and the public</p> <p>Ability to exercise tact and courtesy in explaining and exchanging ideas, data and information</p> <p>Ability to work collaboratively in a team setting and to maintain confidentiality, patience and, flexibility</p> <p>Able to work with minimal supervision</p> <p>Ability to work under pressure with multiple deadlines</p> <p><b><i>PROBLEM SOLVING REQUIREMENTS</i></b></p> <p>Ability to independently apply appropriate methods, procedures and policies</p> <p>Ability to creatively problem solve to deal with requests, complaints and clarification of information</p> <p>Ability to document, summarize and interpret information</p> <p>Ability to develop work methods and pay close attention to detail</p> <p>Ability to give advice, guidance, instructions and directions</p> <p>Ability to ensure accuracy and reliability of data and quality of assignments</p> <p>Analytical ability and organizational and time management skills</p> <p>Ability to learn and adapt to rapidly changing technologies</p>

<p><b>WORKING</b></p> <p><b>CONDITIONS</b></p>	<p><b><i>OCCUPATIONAL REQUIREMENTS</i></b></p> <p>Valid driver’s license and a personal vehicle for travel to various school district locations</p> <p>Sufficient mobility for occasional travel to meet with users at multiple locations</p> <p>Able to lift up to 18 kg and operate related equipment Able to perform related physical and mental activities Sufficient vision and hearing to perform related job duties</p>
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