



Position Title: Associate 365 and Systems Administrator

Department: Information Technology

Reports To: IT Director

**Classification/
FLSA Status:** Level II (Full time / Non-exempt)

Primary function: Under general supervision, provide technical software, hardware, and network support to all Sherman College employees and students. Also, provide primary support for software related needs of the users including the support and expansion of the 365 environments. Assist the Operations Administrator and the IT Director as needed in the support and maintenance of systems and networks.

Key Responsibilities:

1. Serve as a primary point of contact for users seeking technical assistance with IT-related concerns. Must assist as needed when tasks for the Support Specialist reach a certain level.
2. Diagnose and resolve issues related to workstations, network connectivity, and printing devices efficiently.
3. Accurately document and track issues from reporting to resolution, contributing to the enhancement of the internal knowledge base.
4. Offer personalized training sessions to staff, faculty, and students as needed, ensuring a clear understanding of the software and hardware tools available.
5. Oversee the setup, operation, and troubleshooting of audio/visual (AV) equipment during events to ensure a seamless presentation and interaction, while also addressing any technical issues promptly to minimize disruptions and enhance the overall event experience.
6. Execute imaging of PCs using Microsoft Deployment Workbench and facilitate the integration of PCs into the Active Directory infrastructure.
7. To provide application level technical support for college applications.
8. To create knowledge base articles for self-help by end users.
9. To install, configure, and deploy new applications, systems software, products, and/or enhancements to existing applications throughout the college with the approval of the IT Operations Administrator and Director of IT.
10. Serve as the secondary person of contact for administration of system and networks. Tasks to be determined by the IT Director and the IT Operations administrator.
11. User access audits of all software used or maintained by Sherman College to ensure users with access are validated based on role in the organization and that access is based on least privilege.

12. Maintain and manage the use of the 365 environments with a focus on supporting the aspects used by Sherman College employees and students.
13. Engage actively in Showcase Sherman events and the annual Lyceum program, representing the IT department professionally.
14. Adapt to varying work schedules including overtime and weekends as necessitated by projects and/or special events to include Lyceum, Showcase Sherman, IRAPs and other projects as needed.
15. Offer robust support to college policies and foster a collaborative work environment, especially in student-facing scenarios.
16. Undertake additional duties as delegated by the IT Director, demonstrating a proactive and team-oriented approach.
17. Commitment to the mission of Sherman College

Basic Qualifications:

1. Exceptional customer service acumen with a proven ability to address user needs effectively.
2. Innovative problem-solving capabilities with a keen analytical mindset.
3. Strong interpersonal skills and the ability to cultivate positive working relationships.
4. High level of attention to detail, ensuring accuracy and consistency in task execution.
5. Proficiency with Microsoft Windows 10/11 and familiarity with common troubleshooting techniques.
6. Comprehensive knowledge of Microsoft Office 365 and its application in a professional setting.
7. Familiarity with Apple products including iPhone, iPad, and Mac, and the ability to provide support for these devices.
8. Basic understanding of Audio/Visual hardware and its integration within a modern IT infrastructure.

Preferred Qualifications:

- Associates degree
- 2 years of experience in an IT support role
- A+ certification

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to perform various physical activities such as pulling cable in confined spaces, ceilings or suitable spaces as needed; climbing, ascending or descending ladders; lifting computers, speakers, and other peripherals, raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

Mental Stresses: Multi-task & challenging demands

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all college policies and to act as a role model in adherence to policies.

I have read and understand this explanation and job description:

Signature:

Date: