

Posted: 09/28/2021
Salary Range: \$47,457.00 - \$52,730.00
Status: Exempt, Full-time



[The College of Idaho](#) invites applications and recommendations for an **End User Systems Administrator**. As a member of the [Information Technology](#) team this position is responsible for analysis, development, delivery and quality of the end user computing environment on and off campus. Maintains end user trust, provides expert advice and effective management of end user computing: service, devices, software and accessories for the College. Creates and provides management with plans, policies, standards and procedures regarding end user technologies, both current and future. Provides direct support to end users for software, hardware, accessory and network issues. The scope of work is broad, self-directed and collaborative in nature within a technical team environment.

Essential Functions

- Acts in the role of end-user system owner with responsibility for inventory control, configuration, lifecycle, maintenance and support of all end-user devices and related software
- Analyze, determine and establish hardware or software specifications for the entire end user computing and accessory fleet of the College, including knowledge worker, classroom and student technology
- Support end-users in day-to-day or project/event issue resolution and technical implementations
- Provide hands on end-user technology break/fix service, reliably completing help desk workorders and service requests
- Regularly apply advanced technical and industry best practice knowledge and systems analysis techniques, including consulting with users, peers and management, to optimize existing systems and procedures
- Plan, develop, test and implement significant end user computing infrastructure changes, including computer life cycle refreshes or changes, integrated AV additions or replacements and specialized research computing equipment
- Consult with, and assist peers, in optimizing network and server technologies to best serve end users
- Consult with, and assist peers, in optimizing end-point security (end-user machines such as workstations and laptops against attack (e.g., antivirus, antispyware, anti-adware, personal firewalls, host-based intrusion detection and prevention systems, etc.)
- Maintain resource readiness and ensure operations by imaging, deploying and servicing end user equipment and software on a regular basis
- Automate, streamline and ensure final quality of software through batch/bulk, scheduled, and scripted tools
- Ensure endpoint security by comparing deployed configurations to organization standards, resolve discrepancies and take a leadership role in applying end user computing knowledge to make security recommendations and active improvements for all users
- Manage and apply end user software, patches, upgrades and licenses
- Monitor industry trends and products to research new technologies to improve the productivity and effectiveness of teaching, users and operations in general
- Identify methods and systems for continuous monitoring and improvement of endpoint resiliency and apply professional judgement to respond to, interpret and solve problems when alerted by data or users
- May supervise or train other IT staff
- Additional duties as assigned

Knowledge, Skills, and Abilities

Knowledge of:

- End user computing environment: devices, systems, accessories, interconnectivity and dependencies
- Wired and wireless network connectivity for endpoints, and associated upstream devices for issue isolation
- Classroom AV systems integrated with in-room computers (i.e. projection, sound and video transport)
- Advanced desktop, laptop, tablet and mobile phone troubleshooting
- VoIP phone systems and desktop video communications

- The people-product-policy model and capability-maturity models for information and system security

Skilled in:

- Self-directed technical decision making and hardware/software operations
- Customer service with the ability to understand and respond to diverse user needs
- Building relationships and trust, teamwork, teaching and influencing others
- Professional written and oral communication in the English language
- Collaboration and team work with internal and external resources
- Time and priority management to ensure proper handling of multiple concurrent requests

Ability to:

- Work collaboratively to engineer, create and administer specifications, configurations and life cycle of end user computing resources
- Manage effectively the broad range of user-facing computing resources
- Understand, isolate and participate in the implementation and support of client-server systems and applications
- Design AV systems for classroom and meeting room implementations or upgrades
- Write and learn scripts for consistency and automation in the end user environment
- Ensure efficient software patching and deployments
- Create and run measurable, repeatable and controlled IT processes
- Apply critical thinking to management/maintenance, selection and security of the computer fleet
- Detect, respond and recover from computing systems failures, outages or incidents
- Provide constituents with effective technology recommendations after analyzing their needs
- Publish written policies, procedures and specifications
- Train and share knowledge with users and peers in proper use of computing resources
- Work in a team environment with a strong emphasis on providing a high level of service to internal customers
- Supervise staff and students who provide end user support

Qualifications

Minimum:

- Bachelor's degree or equivalent experience, and five years' experience in a user-facing role in a business or higher education technology environment
- Advanced knowledge of Microsoft Windows, mobile, web and cloud applications, desktop and laptop computers, smart phones and accessories in a mid-sized or larger organizational network
- Advanced end user computing support skills in all aspects of analysis, guidance, use and troubleshooting
- Intermediate knowledge of endpoint IP networking via wired and wireless connections
- Experience with computer hardware and software life cycle procedures, including planning, acquisition, deployment, auditing and termination/disposal
- Highly organized and able to gather, analyze and interpret data to deliver plans or procedures related to responsible areas and duties
- Authorized to work in the United States without sponsorship
- Must possess a current valid driver's license and be vehicle insurable with a good driving record in accordance with College's vehicle policy

Preferred:

- Previous experience in a physical (non-online) higher education environment
- One or more current industry certification(s) in job-related areas (i.e. hardware, software, security, project management, vendor-specific)
- Demonstrated direct experience in the Essential Duties of this position

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of their employment without sponsorship from The College of Idaho.

A complete application will include a current résumé, cover letter addressing qualifications for the position, a statement on diversity that articulates a commitment to representation, inclusion, and equity, and the names and contact information of three (3) references, two (2) management and one (1) professional to hr@collegeofidaho.edu. **Application review will begin immediately.** Applications will be accepted until suitable candidates are selected. A demonstration of technical ability will be required of finalist.

With over 125 years of history, The College of Idaho is a regional and national leader in higher education. The College of Idaho is an [inclusive community](#) of exceptional learning that challenges the ambitious and forges pathways to success and purpose.

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing academic excellence through a diverse and inclusive workforce.