

Systems Administrator

Windermere Preparatory School is seeking a Systems Administrator to provide high-quality technical support to students, faculty, and staff, while ensuring reliable and secure campus network operations. This role combines hands-on end-user support with proactive network administration and maintenance to keep our technology systems running efficiently.

The ideal candidate will be a resourceful problem solver, a strong communicator, and a collaborative team player with experience in both IT support and network management.

Responsibilities

- Serve as a primary point of contact for technical support requests, responding via helpdesk, phone, email, or in-person.
 - Diagnose and resolve hardware, software, and network issues across Windows, macOS, iOS, and other campus devices.
 - Support the Residential Life program with dedicated hardware, software, and network troubleshooting.
 - Configure, maintain, and upgrade network infrastructure, including switches, wireless access points, and firewalls, to ensure optimal performance and security.
 - Assist in managing and monitoring campus servers, virtualization (VMware), and security systems.
 - Collaborate with the Technology Manager on best practices for cybersecurity, device deployment, and network reliability.
 - Provision and deploy end-user devices (laptops, desktops, iPads) and assist with imaging and account setup.
 - Monitor system health, troubleshoot reported errors, and maintain accurate records of technology assets and support activities.
 - Assist with AV, multimedia, and telecommunications needs for campus events and activities.
 - Participate in technology planning, recommending upgrades and improvements to support the school's roadmap.
 - Take ownership of assigned projects and follow through to completion.
 - Attend required meetings and support school functions when needed.
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Required Skills & Experience

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Strong knowledge of networking concepts (DHCP, DNS, LAN, VLANs, VPN, VoIP/SIP).

- Experience with Meraki, FortiGate, Active Directory, Google Workspace, and Windows Server.
 - Proficiency with macOS and Windows operating systems, as well as Microsoft Office Suite.
 - Familiarity with VMware and Remote Desktop connectivity.
Ability to install, configure, and troubleshoot end-user devices and replace hardware components.
 - Strong organizational skills and ability to manage multiple tasks in a fast-paced environment.
 - Excellent communication and customer service skills, with the ability to clearly explain complex technical concepts.
 - Self-motivated, dependable, and able to work independently with minimal supervision.
 - Positive team-oriented attitude, flexibility, and a sense of humor.
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Work Conditions

- Dexterity with the ability to lift at least 25lbs, move and manipulate computers and servers, climb under desks to pull network and power cables, and perform other associated physical activities on an as-needed basis.
- Availability to provide evening or weekend support as needed.