DULUTH PUBLIC SCHOOLS

CLASSIFICATION DESCRIPTION

TITLE: ESndpoint Systems Specialist ~~Desktop~~

Title of Immediate Supervisor:	**Department:**	**FLSA Status**:
Director of Technology~~Manager of Technology~~	Technology	Exempt
Accountable For (Job Titles):		Non-Certified Business Division, Administrators' Association, Pay Class

General Summary or Purpose o~~O~~f Job:

This position is ~~R~~responsible for the operation and modernization of ~~the~~ ISD 709's technology endpoint ~~Windows~~ management ~~systems~~ with the exception of Google ChromeOS devices managed under the organization's Google admin console. End-user operating systems currently falling under this position's responsibility include Microsoft Windows and Apple iOS, though this list may evolve over time. Responsibilities include~~includ~~ endpoint~~ing~~ ~~Windows~~ updates, software ~~and~~ ~~application~~ deployment or~~and~~ maintenance,~~,~~ and operating system (OS)~~OS~~ imaging~~.~~. Position will ~~as well as~~ research and ~~procuring~~ recommend hardware system configurations to meet ~~district~~ end user needs. Position ~~Responsibilities include~~ d~~d~~esign~~sing~~, implement~~sing~~, and maintain~~sing~~ ~~Windows~~ endpoint management systems and associated products to support the district's curricular~~um~~ and administrative requirements. ~~;~~ Position trains and ~~l~~collaborates with~~eading and coordinating the work of the~~ district's technical support staff to provide a strong end user technology experience ~~the highest quality of system reliability, support and services to ISD 709 students and staff~~. The Endpoint Systems Specialist also provides~~; providing~~ assistance to ~~ISD 709~~ staff with technology problems requiring expert troubleshooting and ~~problem~~ analysis.

Duty No.	Essential Duties: (These duties and frequencies are a representative sample; position assignments may vary)	Frequency
1.	Oversee and maintain ~~Windows~~ endpoint management ~~system and~~systems and related products with the exception of the Google Admin console and ChromeOS devices. Coordinate device deployment processes. ~~including evaluating and implementing new features in coordination with district admin staff to meet~~Modernize the district's endpoint deployment and management strategy to stay current with evolving technology, evaluating and implementing new products and features to meet district needs. ~~the needs of end users.~~ Oversee, review and coordinate with district admin staff on complex issues involving driver compatibility, ~~local Windows~~ device security, BIOS/UEFI configurations ~~and updates, and ,~~ software ~~and application~~ updates. ~~as well as c~~Coordinate~~ing~~ with district staff to provide a secure student and staff ~~Windows~~ end user computing environment.	35% daily

2.	Subject matter technical expert: assists district employees and technology ~~support~~ staff with questions related to operating systems and ~~Windows OS and the Windows OS~~ endpoint management systems, ~~Windows~~ operating system ~~U~~updates, district technology help desk, ~~Active Directory~~ user accounts ~~related questions~~, Group Policy or device management ~~functionality~~configuration and, ~~Windows~~ endpoint security compliance ~~and software updates~~.	35% daily
3.	Analyze and resolve complex end-user issues, to include ~~that includes~~ interpreting ~~very large data~~ log files. ~~; s~~Solicit vendor support when necessary.	10% daily
4.	Provide scripting and process automation services to enhance technology ~~Windows~~ operations for ~~district~~the district.	10% weekly
	~~employees and technology support staff.~~	~~weekly~~
5.	Collaborate with technology department staff and leadership ~~Systems Specialist Network, Systems Specialist Security and Technology Manager~~ regarding access rights, security issues, storage, web filtering and firewall issues.	10% monthly
6.	Perform security investigations and audits related to endpoint operating systems ~~the Windows OS, local and network~~storage ~~drives,~~ and software ~~and application~~ use ~~audits. and~~ Pprovide detailed ~~reports related~~ reports in requested formats ~~to hardware, software and audit logs~~. Cooperate and provide detailed information ~~when~~as requested for ~~Windows~~ endpoint related issues, sometimes involving outside agencies. This may, ~~,~~ includ~~e~~ing sworn testimony with public officials, legal counsel and local or federal law enforcement agencies.	10% annually
7.	Assist and provide ~~district~~ technical guidance for ~~online mandatory~~ statewide student testing ~~programs~~ involving the district's ~~Windows~~ endpoint devices~~systems~~.	10% annually
8.	~~Ascertain functionality of technology components~~Evaluate technical requirements of new district curriculum software, apps and web-based products. ~~, a~~Advise curriculum content specialists on technical ~~specifications~~requirements for digital resources. Make recommendations for new endpoint hardware purchases.~~, make recommendations and guide district deployments for Windows based systems.~~	5% annually
9.	Train Field Support Technicians on day-to-day technical processes and duties.	5% annually
10.	Analyze and audit ~~Windows OS~~ endpoint management system settings annually to ensure data security~~, avoid conflicts~~ and maintain overall stability of operations for end users.	5% annually

11.	Other comparable duties as assigned.	Ongoing

Minimum Qualifications: (necessary qualifications to gain entry into the job)

- ❑ Bachelor's degree ~~(B.S. or B.A.) from a four-year College or University~~ in Computer Science, MIS, Business Technology, or 5 years of ~~direct~~ related work experience.
- ❑ A minimum of 3 years experience ~~as~~ administering Microsoft SCCM, ~~-~~Intune ~~administrator~~ or similar endpoint ~~Windows OS~~ management system in a ~~company or district~~ comparablye ~~in~~ sized organization. Cloud-based OS and application administration experience with products like Microsoft Intune, ~~Azure AD~~Microsoft Entra ID, Mosyle MDM or similar is highly desirable.
- ❑ Experience configuring and managing mobile devices (i.e. Apple iOS) is desirable.
- ❑ Or an equivalent combination of education and experience

Certification or Licensing Requirements (desirable):

Microsoft sSystems cCertifications
~~-~~OS Security Certifications
Mobile device management (MDM) training or certifications

Knowledge and Ability Requirements:

Requires knowledge of:

- Strong communication and listening skills
- Excellent organizational skills
- Excellent interpersonal skills, both oral and written
- Demonstrated leadership ability
- Ability to maintain confidentiality when necessary
- Ability to manage projects
- Proven leadership ability in dynamic complex technical environment
- Ability to communicate to management and vendor personnel regarding technical issues

Skill Requirements:

Skilled in:

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- Experience with the specific operating systems, applications, or cloud systems used within the district:
  - Microsoft Systems Center Configuration Manager, Microsoft Intune or similar
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  - ~~Thorough knowledge of~~ Windows OS deployment and management
  - Mosyle Mobile Device Management or similar MDM for Apple iOS devices
  - Apple School Manager and Apple device deployment processes
  - Thorough understanding of securing and auditing the Windows OS environment
  - Experience managing policies and configurations in Windows Defender for Endpoint or similar anti-malware endpoint protection administration
  - Windows Server Update Services or similar
  - Experience with Deployment Imaging and Service Management (DISM)
  - Experience with Windows System Image Manager
  - Knowledge of Powershell and batch files
  - U~~Thorough u~~nderstanding of Microsoft & ~~KMS and MAK~~ Windows enterprise licensing ~~environments~~
  - Understanding of command based tools such as diskpart, ipconfig, nslookup, etc.
  - Experience with Windows driver management
  - Thorough understanding of Microsoft Active Directory, ~~and~~ Group Policy and Entra ID
  - Thorough knowledge of NTFS file system rights
  - Experience with data and security breach research and remediation
  - Knowledge of building and maintaining mandatory profiles for the Windows environment
  - Understanding of cloud-based management tools related to the Windows OS
- Ability to write scripts using one of more of the following
  - PowerShell
  - Shell scripting (for example, batch files to set permissions)
- Ability to write technical documentation for both end users and technical staff

Physical Requirements: Indicate according to the requirements of the essential duties

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		☒		
Walk		☒		
Sit			☒	
Use hands dexterously (use fingers to handle, feel)				☒
Reach with hands and arms				☒
Talk and hear				☒
Lift & Carry: Up to 10 lbs.		☒		
Up to 25 lbs.		☒		
Up to 50 lbs.		☒		

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General Environmental Conditions:

Majority of work time is spent either sitting or standing to accomplish day to day tasks and there are minimal environmental risks or disagreeable conditions.

General Physical Conditions:

Work can be generally characterized as:

Light Duty Physical Work: Daily work is performed either sitting or standing for long periods of time.

Vision Requirements: Check box if relevant	Yes	No
No special vision requirements	☒	
Close Vision (20 in. of less)		
Distance Vision (20 ft. of more)		
Color Vision		
Depth Perception		
Peripheral Vision		

Job Classification History:

Draft June 15, 2022

Revised October 29, 2026