



CLASSIFICATION DESCRIPTION
TITLE: Google Workspace Administrator

<u>Title of Immediate Supervisor:</u> Manager of Technology	<u>Department:</u> Technology	<u>FLSA Status:</u> Exempt
<u>Accountable For (Job Titles):</u>		Non-Certified Business Division, Administrators' Association, Pay Class 8

General Summary or Purpose Of Job:

Responsible for the operation of the ISD 709 Google Workspace and related Google Cloud services, including data loss prevention, data backups, secure email services, account creation as well as public and internal data request services. Responsibilities include designing, implementing, and maintaining Google Workspace and related Google Cloud services to support the district curriculum and administrative requirements; leading and coordinating the work of the district technical support staff to provide the highest quality of system reliability, support and services to ISD 709 students and staff; 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.	<p>Oversee and maintain Google Workspace productivity and collaboration suite, including evaluating and implementing new features in coordination with district admin staff to meet the needs of end users.</p> <p>Monitor and resolve problems with mail flow and secure email services.</p> <p>Oversee, review and coordinate with district admin staff on complex issues involving potential data loss, Personal Identifiable Information (PII), Payment Card Industry (PCI) and other district specific requirements related to student data or student communications.</p>	35% daily
2.	<p>Subject matter technical expert: assists district employees and technology support staff with questions related to Google Workspace, district technology help desk, Google account creation and synchronization, Security Assertion Markup Language (SAML), Single Sign-On (SSO) authentications and cloud security monitoring.</p> <p>Manage backups for critical Software as a Service (SaaS) applications.</p>	35% daily



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3.	Analyze and resolve complex end-user issues that includes interpreting very large data log files; solicit vendor support when necessary	10% daily
4.	Provide scripting services to enhance Google Workspace operations for district employees and technology support staff.	10% weekly
5.	Collaborate with Systems Specialist Network, Systems Specialist Security and Technology Manager regarding access rights, security issues, storage, web filtering and firewall issues.	10% monthly
6.	Perform data requests and substantiate results to ensure that the district's legal obligations are met for public requests. Perform data searches for district leadership or legal counsel that may involve highly sensitive/confidential personnel information. Data request outcomes may result in discourse, including sworn testimony with public officials, legal counsel and local or federal law enforcement agencies.	10% annually
7.	Oversee and coordinate district technical guidance for online mandatory state testing programs.	10% annually
8.	Ascertain functionality of technology components of new district curriculum software, apps and web based products, advise curriculum content specialists on technical specifications, make recommendations and guide district deployments.	5% annually
9.	Train Field Support Technicians on day-to-day technical processes and duties.	5% annually
10.	Analyze and audit Google Workspace settings annually to ensure data security, avoid conflicts and maintain overall stability of operations for end users.	5% annually

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 direct related experience.
- A minimum of 3 years experience as a Google Administrator or Google Engineer in a company or district comparable in size. Cloud administration experience is highly desirable.

Certification or Licensing Requirements (desirable):



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Google Administration Certifications
 Cloud Security 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:

- Experience with the specific operating systems, applications, or cloud systems used within the district:
 - Google G Suite Administration at a Super Admin level; including Google Vault
 - Thorough knowledge of GAM or a comparable cloud based scripting product
 - Experience administering cloud backup solutions, data loss retention and cloud security monitoring products
 - Thorough knowledge of Chromebook deployment and management
 - Experience with Google Developer console
 - Experience with various cloud-based tools to troubleshoot mail delivery problems with DKIM/DMARC, DNS and phishing/spam issues.
 - Experience with cloud based data loss prevention tools
 - Experience with public data requests and confidential files
 - Experience with Data Studio and Big Query
- Familiarity with most basic system administration tools and process
 - Chromebook management tools
- Ability to write scripts using one of more of the following
 - GAM
 - PowerShell
 - Shell scripting (batch files to set permissions)
- Ability to write technical documentation

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		<input checked="" type="checkbox"/>		
Walk		<input checked="" type="checkbox"/>		
Sit			<input checked="" type="checkbox"/>	
Use hands dexterously (use fingers to handle, feel)				<input checked="" type="checkbox"/>
Reach with hands and arms				<input checked="" type="checkbox"/>



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	Talk and hear				<input checked="" type="checkbox"/>
Lift & Carry:	Up to 10 lbs.		<input checked="" type="checkbox"/>		
	Up to 25 lbs.		<input checked="" type="checkbox"/>		
	Up to 50 lbs.		<input checked="" type="checkbox"/>		

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 while interacting in a cloud computing environment.

<u>Vision Requirements:</u> Check box if relevant	Yes	No
No special vision requirements	<input checked="" type="checkbox"/>	
Close Vision (20 in. of less)		
Distance Vision (20 ft. of more)		
Color Vision		
Depth Perception		
Peripheral Vision		

Job Classification History:

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