DATE REVISED: 11/19/2026

Job Title: Systems Coordinator

Wage/Hour Status: Exempt

Reports to: Director of Technology Services

Dept./School: Technology Services

Pay Grade: Salary Schedule

Work Days: Work Calendars

Primary Purpose:
This position is designed to provide support of technology services for Eanes Independent School District. The Systems Coordinator works under the direction of the department leadership to administer various data center infrastructure systems to support approximately 9400 users. The candidate is expected to have a strong background in working with multiple enterprise technologies while being able to install, maintain, and upgrade all aspects of servers, storage, network, backup, and user account management systems.

Education/Certification

Required Qualifications:

- Associates Degree or Technical Certification from accredited institutions
- Strong technical, communication, and customer service skills
- Proficient with Enterprise Infrastructure systems
- JAMF 100 and 170 Certification required

Preferred Qualifications:

- Bachelors Degree or Technical Certification from an accredited institution
- Microsoft Certified Professional
- Certification related to device forensics (CMFF, GASF, GIME)
- JAMF 200 Certification
- Networking and/or security certifications

Knowledge, Skills Experience:

- 2-5 years supporting hardware, software, and technology solutions
- 2-3 years with JAMF, Apple School Manager, G-Suite, and Microsoft O365 Tenants
- 2-5 years in customer service and helpdesk environments
- 3-5 years administering and supporting data center technologies, including:
    - VMware vSphere 7, Identity and Access Management
    - Virtual and physical server infrastructures (VMware preferred)
    - Microsoft Server OS, Active Directory, File Services
    - Imaging and deploying Windows devices
    - iPad, PC, and Mac support
    - NAS/SAN storage, network, and cybersecurity infrastructure
    - Microsoft and Linux Server OS
- Strong organizational skills with the ability to prioritize tasks/workload, work independently and under pressure

Licenses:

- Class “C” Operator’s Driver License. The applicant selected must provide a current three-year Driving record from the current state of residence. If not currently a Texas

resident, must obtain a Texas Driver's license within 30 days after entering Texas as a new resident.

Major Responsibilities, Duties and Functions:

Device Management:

- Manage and oversee device management (MDM) using Jamf School and Jamf Pro, Newline Interactive, and NinjaOne including:
    - Enrollment and configuration of iOS, macOS, and other devices
    - Implementation and enforcement of user profiles and group policies
    - App distribution and management
    - Security and compliance measures for mobile devices
    - Troubleshooting and resolution of MDM-related issues

Software Administration:

- Manage software administration (Adobe, Microsoft, Zoom, Carousel, Google) including licensing, user management, and deployment
- Maintain service level agreements and prioritize requests effectively
- Install and configure computer hardware and software across platforms

Mobile Device Forensic Investigations:

- Conduct device forensics on student and staff devices using Cellebrite Insight
- Ensure compliance with legal and ethical standards during forensic processes
- Develop and update Windows computer images
- Create and maintain system upgrade/maintenance schedules and reference documentation
- Manage server, storage, and network lifecycles, and monitor system performance.
- Protect servers from internal/external threats and maximize system uptime
- Administer and upgrade Identity and Access Management (IDAM) systems, ensuring synchronization with Active Directory, G-Suite, and O365
- Schedule data backups and coordinate off-site storage
- Provision and manage user accounts; administer automation for IDAM and textbook resources
- Assist with CIPA compliance
- Pursue professional development
- Maintain confidentiality and adhere to health & safety protocols
- Foster professional relationships and collaborate with team members
- Exhibit empathy and a customer service-oriented attitude
- Document knowledge and techniques

Other:

- Maintain confidentiality of district, staff, and student information
- Other duties as assigned by the supervisor
- Follow district safety protocols and emergency procedures

Supervisory Responsibilities:

- None

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Personal computer and peripherals

Posture: Prolonged standing, frequent kneeling/squatting, bending/stooping, pushing/pulling

Motion: Repetitive hand motions; frequent walking

Lifting: Moderate lifting and carrying (up to 45 pounds)

Environment: May work inside and/or outside; travel to remote locations within the district; may have voluntary and/or required working hours during evenings and/or weekends. Work hours will be generally 8:00 a.m. to 5:00 p.m.

Mental Demands: Maintain emotional control under stress; work prolonged or irregular hours; Reading; ability to communicate effectively (verbally and in writing); load and operate computers, servers, storage, and other equipment.

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required. Duties are subject to change. All EISD employees are expected to maintain an extreme degree of confidentiality by following the Family Educational Rights and Privacy Act (FERPA) for student information and the Health Insurance Portability and Accountability Act of 1996 (HIPPA) for employee and student information.