



GADSDEN STATE COMMUNITY COLLEGE

JOB DESCRIPTION

Wallace Drive Campus

Created on: 4/14/2025
Revised on: 4/14/2025

Job Title	Salary Schedule	Grade	Job No.
Systems Administrator – Instructional Technology	C3	NA	AD9927
Reports To	FLSA Status	Grant Funded	Tenure Track
Director of Information Technology Services	Exempt	No	Yes

JOB SUMMARY: The Systems Administrator – Instructional Technology assists with the design, implementation, and maintenance of technology-based instructional tools. This position is also responsible for troubleshooting and resolving issues with user accounts, and email accounts, in both the Alabama Community College System (ACCS), and on-premises environments. Additionally, this position will implement, support, and maintain a local Virtual Desktop Infrastructure (VDI) presence utilizing the VDI infrastructure provided by the ACCS.

- QUALIFICATIONS:**
- ◆ Two (2) years or equivalent of postsecondary education from an approved U.S. Department of Education accredited institution with a minimum of 36 semester hours in information systems, computer science, business administration or related area **required**
 - ◆ Four (4) years of experience in a related position to include technical support **required**
 - ◆ Bachelor's degree *preferred*
 - ◆ Experience with Microsoft Office 365 account administration *preferred*
 - ◆ Experience with Active Directory *preferred*
 - ◆ Experience with Multifactor Authentication *preferred*
 - ◆ Experience in Windows/Linux operating systems *preferred*
 - ◆ Knowledge of user account creation processes *preferred*

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ◆ Pleasing personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; professionalism as evidenced by membership in professional organizations and participation in workshops, seminars, etc. to keep abreast of new computer technology.

- DUTIES:**
- ◆ Collaborates with instructors and college administrators on the selection of technology-based instructional tools
 - ◆ Assists instructors with the integration of technology into the classroom
 - ◆ Ensures that computer systems, instructional technology tools, and associated peripherals are operating effectively

- ◆ Provides hands-on technical support for instructional technology
- ◆ Troubleshoots and resolves users' problems with and related to email systems and user accounts
- ◆ Drafts policies and documents related to the acceptable use and standards of the system
- ◆ Assists with the monitoring, maintaining and troubleshooting Entra/Office 365 accounts
- ◆ Collaborates with CIO, IT Director, and other college administrators to develop guidelines for protection of employee privacy; ensures guidelines are consistent with college business and security needs
- ◆ Prepares training materials, or delivers training, on acceptable use of college classroom technology
- ◆ Remains current with use of emerging technologies, as well as becoming a competent user of present institutional hardware and software
- ◆ Available for occasional evening and weekend technical computer support
- ◆ Perform other duties as assigned
- ◆ Comply with all policies of the Alabama Community College System and the College

Note: The intent of this description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described below represent those that an employee may encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Physical Demands:

- ◆ **Mobility:** Primarily sedentary work with occasional standing, walking, bending, and reaching; may require movement between classrooms, offices, and campus locations to support instructional technology
- ◆ **Manual Dexterity:** Regular use of standard office equipment, such as computers, printers, and AV tools; frequent handling and installation of instructional technology devices (e.g., projectors, smartboards, VDI terminals)
- ◆ **Lifting:** Ability to lift and carry materials, including classroom technology and equipment, weighing up to 50 pounds
- ◆ **Communication:** Clear and effective verbal and written communication skills are essential for troubleshooting, end-user training, documentation, and collaboration with faculty, staff, and vendors

Work Environment:

- ◆ **Setting:** The position is based in an office environment within an educational institution and frequently requires work in classrooms, labs, and instructional support areas
- ◆ **Travel:** Occasional travel may be required to support off-site or satellite campuses and to attend training sessions or conferences
- ◆ **Schedule:** Standard work hours are expected; however, flexibility is necessary to accommodate instructional schedules, system maintenance, and emergency support, which may occur outside regular hours
- ◆ **Interaction:** Regular collaboration with instructors, IT staff, academic departments, and external vendors to implement, support, and enhance instructional technology systems

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Reviewed by: Director of IT, HR Manager

Employee Signature

Date