

City of Rehoboth Beach, Delaware

Job Description

Classification Title	Endpoint Services Administrator
Job Code	7003
FLSA Status	Non-exempt
Pay Grade	110

GENERAL POSITION SUMMARY

The Endpoint Services Specialist role is pivotal in supporting and administering the organization's Microsoft 365 environment, systems management, and policy and configuration management. Key responsibilities include supporting the continuous improvement of management over endpoints, along with endpoint security platforms. The Endpoint Services Specialist serves as an escalation point for incidents and support requests, leveraging expertise in Microsoft 365 and endpoint management solutions.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides expert-level support, manages fulfillment requests for end-users in a timely manner, and configure, install, and deploy workstations, laptops, printers, computer peripherals, mobile devices, and other relevant technologies.
- Maintains and updates SOPs, responding to escalated service desk incidents in a timely manner, and interacting with end-users on an as-needed basis regarding technology issues.
- Implements established endpoint management strategies and policies to ensure system security, stability, and performance while ensuring compliance with organization policies and applicable laws and regulations.
- Completes project-based work and develops and maintains related technical documentation associated with troubleshooting hardware and software issues.
- Recommends and performs hardware/software maintenance, repairs, installs, and upgrades, initiates preventive maintenance, analyze system faults, troubleshoot, and run diagnostic tests on operating systems and hardware to detect problems as well as repair system/environment problems organization wide.
- Provides research and development in support of endpoint systems design and implementation.
- Prioritization of project service requests and incidents while meeting defined SLAs.
- Provide hands-on assistance with equipment, including hardware repairs, peripheral deliveries, preventative maintenance, and other fixes when remote tools are not appropriate.

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- Installation and configuration of software and hardware components throughout various network infrastructure devices.
- A proactive approach to learning and adapting to emerging technologies is essential, ensuring our systems remain updated and aligned with industry and security best practices.
- Effective communication and documentation are crucial for engaging with departments within and outside of IT, adhering to change procedures, and supporting the organization's commitment to service excellence.
- Performs other duties as assigned

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- A high school diploma (or GED equivalent)
- 2-3 years' experience with deploying, configuring, and supporting Apple and Android devices including administration and management of mobile devices (MDM) and mobile applications (MAM) through on-prem and/or cloud/SaaS infrastructure

Licenses or Certifications

- Possession of a standard driver license

PREFERRED QUALIFICATIONS

- 3-5 years Endpoint Configuration Management (MECM)
- 5 years Active Directory
- 2-3 Years Scripting and Automation: strong experience working with scripting languages to support application packaging and deployment, troubleshooting, custom inventory, and other automation tasks

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Administration and management of Microsoft 365 systems and tools.
- Endpoint security platforms, configurations, and compliance requirements.
- Modern Endpoint Configuration Management (MECM) best practices.
- Mobile Device Management (MDM) and Mobile Application Management (MAM) solutions.

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- Diagnostic tools and techniques for operating systems, hardware, and network devices.
- Installation, maintenance, and repair processes for workstations, printers, mobile devices, and peripherals.
- Industry-standard security best practices, applicable regulations, and organizational compliance protocols.
- Scripting languages (e.g., PowerShell, Bash, or others) for automation, troubleshooting, and custom deployments.
- Standard operating procedures (SOPs) and best practices for incident escalation and resolution.
- Active Directory and related technologies.
- Network infrastructure components such as servers, workstations, and software deployment solutions.

Skill in:

- Expert-level technical support for end-users, including troubleshooting complex hardware and software issues.
- Prioritizing, responding to, and resolving incidents and service requests efficiently.
- Installing, configuring, and deploying endpoint devices, software, and network infrastructure.
- Developing and maintaining documentation for technical processes and configurations.
- Completing project-based tasks, managing service requests, and adhering to defined service-level agreements (SLAs).
- Documenting technical issues and solutions clearly and engaging with internal and external stakeholders effectively.
- Providing user training and communicating complex technical concepts in a non-technical manner.
- Staying proactive and adaptive to emerging technologies and industry standards.
- Developing innovative approaches to improve system efficiency and effectiveness.

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Ability to:

- Analyze system faults, diagnose hardware/software problems, and implement effective solutions promptly.
- Collaborate Across Teams:
- Work cohesively with various IT departments and other organizational units to achieve shared goals.
- Balance competing priorities, meet deadlines, and perform under pressure while maintaining service excellence.
- Create and update detailed documentation for endpoint management strategies, policies, and SOPs.
- Implement and adhere to security policies, ensuring compliance with applicable laws and organizational standards.
- Acquire new technical skills and knowledge rapidly, staying updated on industry advancements.
- Perform physical equipment repairs, installations, and preventative maintenance when remote tools are not applicable.

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)		X	
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment		X	
Detention center or correctional facility		X	

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Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate	X		
Individuals with known violent backgrounds	X		
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Moving mechanical parts	X		
Risk of electrical shock		X	
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position involves *light physical demands*, such as exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

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Dates revised	