

## Enterprise Administrator

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website:

[www.cranbrook.edu](http://www.cranbrook.edu).

The primary responsibilities of the **Enterprise Administrator** include managing Microsoft 365 services, installing, managing, and upgrading server infrastructure and software systems, administer user identity and roles, and create governance and compliance in the M365 tenant. Additional responsibilities include support for Microsoft Teams and OneDrive application architecture. Our ideal candidate has a strong technical background combined with excellent customer service experience. Strong problem-solving skills with an ability to resolve issues in a calm, confident, and time-sensitive manner is essential to this position.

### **Responsibilities include, but are not limited to:**

- Act as a Subject Matter Expert (SME) for email services (Exchange Online) and Office Applications (M365), Teams, OneDrive, and on prem server infrastructure
- Maintain security and reliability of Hybrid Exchange Online and Microsoft 365 systems and services
- Work with Azure AD & on-Prem Active Directory systems
- Support our Microsoft 365 security and compliance management, specifically anti-phishing/anti-malware/anti-spam policies/config/troubleshooting/email tracing
- Microsoft 365 Exchange Online administration/configuration/troubleshooting (domains, policies, transport rules, etc.)
- Microsoft 365 Licensing administration
- In depth Microsoft 365 configuration and administration for Teams/OneDrive/SharePoint
- Develop future strategies for Microsoft 365 products and services
- Proven ability to implement and support a Windows Server, Active Directory, Hyper V, and VMWare environments
- Provide escalation or 2nd level support for Service Desk issues that are escalated for troubleshooting
- Maintain and implement Windows Server technologies (i.e. Active Directory, IIS, DNS, & DHCP, MSSQL)
- Support Security and Compliance -- Patch management (SCCM/ Microsoft Endpoint Manager)
- Support of the Microsoft Azure backup technologies and monitoring solutions
- Support Anti-Virus Solutions and provide reports on the overall health of the environment
- Develop and maintain automation scripts (i.e. PowerShell)
- Provide clear and concise documentation of the Infrastructure environments
- Perform analysis of Windows system needs; contribute, coordinate, and facilitate the design, architecture, integration, and installation of products and services
- Perform systems troubleshooting to isolate and diagnose problems
- Coordinate installation of server hardware and software

- Test, evaluate, configure, and install products
- Maintain Storage Spaces Direct and Microsoft Failover Clustering systems
- Participates in an on-call rotation to provide support for network-related issues
- Assumes responsibility for related duties and performs miscellaneous projects as required or assigned
- Maintains attendance, punctuality and performance standards set forth in Cranbrook's employee handbook

**Requirements:**

- Associates degree in information technology or related field or an equivalent combination of education, training, and experience
- Microsoft Certifications preferred
- 5+ years of experience spanning at least two IT disciplines, including technical administration, Windows Server Operating systems, Exchange on-prem and Exchange online
- Experience as a team lead preferred
- Experience with Azure, Microsoft 365services and Microsoft Server enterprise implementations
- Good knowledge of Microsoft Windows PowerShell and Exchange PowerShell
- Exposure to multiple, diverse technologies and processing environments
- Knowledge of all components of a technical architecture
- Ability to engineer, redesign and administrate a diverse set of applications running on Windows servers
- Ability to communicate complex information clearly to users with varying technical understanding
- Ability to adapt to and overcome various technical challenges with minimal assistance
- Requires a valid Michigan driver's license with satisfactory driving record

Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement program with employer match. We also offer generous paid time off, 11 paid holidays and 3 optional holidays, employee discounts, and a unique environment in an educational setting that values collaboration.

For consideration, please visit the employment section of our website for instructions on completing and submitting an application, resume, and cover letter **(please note that a fully completed employment application is required for consideration):**

[www.cranbrook.edu/employment](http://www.cranbrook.edu/employment)