



Position: Business Systems Administrator

Location: Ann Arbor, MI (Hybrid)

Job Type: Full Time/ Salary (exempt)

DESCRIPTION

Clonlara School is seeking an experienced Business Systems Administrator to lead technology improvement projects, administer technology systems, and provide technical support for our staff, students, and families. This role combines project leadership, systems administration, and technical support to ensure our technology resources are reliable, effective, and continuously improving.

About Clonlara

Clonlara School is an accredited, K–12 nonprofit school based in Ann Arbor, MI, and serving students both locally and around the world. What started as one small school in 1967 is now a global learning community with 2,300+ students in 80+ countries, services in six languages, and a staff of 90+ professionals spread over nearly every continent.

At Clonlara, we cultivate a joyful Culture of Trust built on teamwork, adaptability, generosity, and shared purpose. Grounded in our core values, we grow together in a supportive, mission-driven environment that embraces change and inspires lifelong learning.

Core Responsibilities

- Identify technology needs and improvement opportunities through observation and conversations with staff
- Research solutions and provide equipment quotes and recommendations
- Lead small to medium technology projects from planning through deployment, including delivery, installation, and testing
- Serve as administrator for SaaS tools and internal systems such as Blackbaud, HRIS, and the ticketing system, including configuration and management
- Build and maintain vendor relationships for technology equipment and services
- Respond to and resolve support tickets, sharing responsibilities with the support team
- Troubleshoot hardware, software, and Microsoft 365 applications (Outlook, Teams, OneDrive)
- Document recurring issues and maintain user-facing guides and training documentation
- Attend system-related webinars and informational sessions and share key takeaways with the team.

Qualifications

The ideal candidate will have an associate or bachelor's degree (preferred) and at least five (5) years of professional technology support experience, or an equivalent combination of education and hands-on

experience sufficient to perform the essential duties of the job. The candidate will also demonstrate the following:

- Strong systems administration experience, including configuring ticketing systems, user management platforms, or SaaS tools
- Experience leading technology projects from research through deployment
- Ability to identify needs, research solutions, and coordinate with vendors
- Strong troubleshooting skills across Windows, Mac, and mobile devices (iOS and Android)
- Hands-on experience configuring and deploying laptops, phones, and peripherals
- Working knowledge of Microsoft 365 applications, including Outlook, Teams, SharePoint, and OneDrive
- Excellent communication skills with the ability to understand user needs and translate them into technical solutions
- Strong organizational skills with the ability to manage multiple projects and priorities
- Professionalism, initiative, and ability to work both independently and collaboratively
- Ability to maintain confidentiality in all interactions

Hours and Place of Employment

This is a full-time, hybrid remote position. Regular work hours are between 7:00 a.m. and 6:00 p.m., Monday through Friday, with required on-site work at Clonlara's Ann Arbor location. Specific hours and work arrangements will be determined in agreement with the Technology Manager.