



## IT Administrator

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**Reports to:** Program Manager

**Classification:** Non-Exempt, Full-time, 40 hours per week

**Job Family:** Service Desk Function

**Role Type:** Individual Contributor

### Summary

Maintaining stable technology is critical for nonprofits working each day to help people and communities flourish. The **IT Administrator** is responsible for helping nonprofits throughout our region by providing support by phone, chat email and remote access in a Managed Services environment. This position is the preliminary level of support for client desktops, printers and infrastructure. Effective listening and communication skills are essential to respond to diverse clients with urgent needs and various levels of technical understanding. As a member of the Technology Services team, this position interacts regularly with technical roles and consultants. There are opportunities for ongoing peer and self-learning in a supportive, service-oriented environment.

### Responsibilities

#### Service Desk Function - (90%)

- As an owner of customer satisfaction, respond to requests via chat, telephone, email and a ticket system in a timely manner. Create call logs documenting client interactions that are accurate, thorough and timely.
- Serve as the first point of contact for conducting problem determination and execution of resolution using documented procedures and available tools. Document problem-solving efforts in preparation for hand-off to other IT team members.
- Provide service request fulfillment and Incident Management for network, servers, PC and Mac workstations, mobile devices, services and applications.
- Provide service request fulfillment and problem solving for subscriptions, permissions and access to network resources using Google's product line including G-Suite and Microsoft's product line including Active Directory, Office 365, Exchange and Sharepoint.
- Install and configure PC hardware, software and peripherals.
- Work as liaison, as necessary, between the customer and their technology providers, including Internet, email and third-party hardware and software.
- Assist or lead activities to triage, escalate and problem solve reported Incidents.
- Manage the Service Desk board in the ticketing tool.
- Create and update knowledge articles.
- Work on special projects and supports IT team members.

#### Professional Development, Research, and Teamwork - (10%)

- Maintain individual knowledge of the latest technological changes in focus area by attending training, reviewing current literature, and remaining proficient with administering Cloud Services.
- Actively engage in team meetings and conversations

## Competencies and Qualifications

### Required

- Associates degree in Computer Science, Information Technology, Business Technology, related field of study or 2+ Information Technology experience.
- 3+ years of experience with customer facing skills in an IT role with the ability to communicate effectively with persons who may not be technically inclined.
- 3+ years of hands-on local and wide area experience for network technology including Wi-Fi, VPN, and Internet connectivity products (hubs, switches, routers, firewalls, monitoring systems) and their installation, configuration, and support.
- 3+ years of Microsoft Windows client and server systems with Active Directory administration and problem solving experience.
- 3+ years of Microsoft Office 365, Google G-Suite and cloud services with administration and problem solving experience.
- 3+ years of server and client-side protection strategies against viruses, malware, and spam with administration and problem solving experience.

### Desired

- ITIL, MTA/MCTS, CCENT/CCNA, A+/Network+ certifications
- Prior volunteer or work experience in the nonprofit sector preferred
- Familiarity with nonprofit applications for financial management

If your qualifications don't match exactly to these requirements but you think you're a good fit for the position, we still want to hear from you about why you'd be a great addition to our team.

### What we offer

- Flexibility: Ability to set your own schedule within a M-F, 7 am – 7 pm timeframe, including working remotely and/or from home.
- Collaboration with a small but highly professional team with opportunities for professional development.
- Benefits including generous paid time off, holiday pay, and access to employer-paid medical, dental, and vision coverage.

Salary Range: \$22-24/hour

### 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.

While performing the duties of this job, the employee is regularly required to talk and hear. This position requires standing, walking, bending, kneeling, crouching, and climbing. The employee must lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Inclusiveness Statement**

501 Commons is an equal-opportunity employer. We seek to recruit persons of diverse backgrounds and to support retention and advancement within the organization. We believe that a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to fostering an inclusive workplace where people of diverse backgrounds can fully utilize their talents to advance our mission. We are committed to fostering and supporting a workplace culture inclusive of people who face systemic oppression because of their race, ethnicity, national origin, gender, sexual orientation, gender identity, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs, or any other non-merit fact, so that all employees feel included, equal, valued, and supported.

## **To Apply**

To be considered for this position, please submit your resume and cover letter to [jobs@501commons.org](mailto:jobs@501commons.org) with IT Administrator in the email subject line. We look forward to hearing from you!