

IT Infrastructure Consultant

Reports to: IT Infrastructure Program Manager

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

Summary

501 Commons' mission is to boost the capacity of nonprofit organizations to thrive over the long term and effectively serve the community. We are a first stop for information and consulting on the best and most promising practices in the sector.

The Technology Consulting and Services team uses its nonprofit and technology expertise to lead nonprofits through significant and sustainable change:

- We help nonprofits harness the power of technology to expand the reach and impact of their services.
- We provide capacity building through our strategy, planning, development and support of technology solutions.
- We catalyze significant improvements in the nonprofit sector by leading the way to more innovative use of technology.

The IT Infrastructure Services Consultant focuses on helping 501 Commons clients achieve stable technology environments through the implementation and support of their network infrastructures. As a senior member of the IT Infrastructure team, the scope of the consultant's responsibilities includes overall leadership within the team towards improving overall efficiency, quality and capacity.

Responsibilities

Managed Services Engagements – (65%)

- Performs tier 2 and scheduled support visits to stabilize nonprofit's networked computer environments by providing routine preventative maintenance, coaching, and troubleshooting in accordance to 501 Commons' consulting best practices
- Provides ongoing assessment of the client's technology infrastructure and assists the client with maintenance and upgrade planning
- Communicates objectives, schedule, and types of service covered under this agreement with the client
- Works as liaison, as necessary, between the client and their technology providers, including Internet, email, web hosting, and third-party hardware and software
- Provides comprehensive documentation for all site visits and other billable work
- Conducts initial assessments to evaluate and document the client's technology
- Follows up on project opportunities that fall outside of managed services parameters

Project and Strategic Consulting Engagements – (20%)

- Leads project and strategic consulting engagements

- Documents all work in a manner that allows for reuse by the client, repeatability for future engagements, and possible publication and free distribution to the nonprofit community
- Works in teams with other 501 Commons consultants on larger engagements, providing project leadership as appropriate
- Supports new business development activities by providing subject matter expertise, including needs assessment, project scoping, and client education

Leadership, Professional Development, Research, and Teamwork – (15%)

- Lead execution of technology initiatives, technology selection and standards definition including hardware and software
- Define and lead the implementation of consistent technical processes for systems implementations, maintenance and support
- Provides mentorship to junior staff
- Stays abreast of the latest technological changes in focus area by attending training and reviewing current literature
- Researches and assesses new products and emerging technologies for applicability in nonprofit and small business environments
- Tests possible technology solutions that may benefit the wider nonprofit audience
- Assists the 501 Commons staff with furthering organizational goals, events, and technical projects
- Understands and is able to explain all of 501 Commons ' services fluently
- Enters all client communications, interactions, billing, and scheduling information in 501 Commons information systems per instruction

Qualifications

Technical (preference given to those candidates accomplishing the following in a nonprofit setting)

- 8-12 years of solid experience in local and wide area networking technologies
 - Knowledge of LAN, Wi-Fi, VPN, and Internet connectivity products (hubs, switches, routers, firewalls) and their installation, configuration, and support
 - Strong knowledge of implementation, migration, and support of Microsoft Windows client and server networking environments
 - Experience in designing, implementing, and testing robust automated backup solutions
 - Familiarity configuring and supporting enterprise-class security devices, such as Cisco, SonicWall, and Watchguard
 - Current technical certification required (MCTS/MCITP/MCSE, CCNA/CCNP, Network+/Server+)
 - CSNE and CompTIA+ certifications preferred
- Experience with small business and nonprofit systems and applications
 - In-depth experience implementing and supporting Microsoft server products

- In-depth experience implementing and supporting cloud services and infrastructure including Office 365, Google Apps, Azure and Amazon Web Services
- Proficiency working with Microsoft Office suite in a networked environment
- Strong working knowledge of server and client-side protection strategies against viruses, malware, and spam
- Experience working with applications and processes for managing computer workgroups, including desktop imaging and lockdown solutions
- Knowledge of nonprofit applications for fund raising, financial management, and event coordination is a plus
- Ability to specify and manage client procurement processes for hardware and software systems and related data communications service provider contracts

Team & General Requirements

- Proven ability to identify trends, develop strategies, and implement solutions
- Strong customer service, expectation setting, and negotiation skills
- Driven to exceed client and project goals, while contributing to a successful team
- Able to present technical subjects clearly in writing or verbally to diverse audiences in understandable terms
- Strong diplomacy skills; experience discussing difficult subject matter with clients
- Demonstrated ability to perform in a fast-paced work environment and to meet deadlines
- Demonstrated experience working with technology in nonprofit and small business environments
- Bachelor's Degree or equivalent work experience
- A valid driver's license and reliable transportation

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 frequently lift and/or move items over 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.

Benefits

Benefits include generous paid time off, holiday pay, and employer paid medical, dental, and vision coverage.

Inclusiveness Statement

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

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, 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 techjobs@501commons.org with IT Consultant in the email subject line. We look forward to hearing from you!