A resource for nonprofit; a partner for philanthropy

Windows Engineer Summary

Title: Windows Systems Engineer (Level 2)
Reports to: IT Infrastructure Program Manager
Classification: Exempt, Full-time, 40 hours per week

Work with a talented and collegial team to solve Tier 2 technical challenges for our nonprofit clients. As a member of the IT Infrastructure team, you will support service desk staff and field consultants on planned projects and emergent work. You’ll deliver advanced support of servers and infrastructure by phone, email, and remote access.

The Windows Engineer position calls for a connector driven to successfully analyze and navigate advanced technology solutions. This position may use PowerShell to manage servers and services remotely.

You will have the satisfaction of providing 501 Commons’ nonprofit clients with stable technology environments. Since you will be responding to diverse clients with urgent needs and various levels of technical understanding, your listening and communication skills must be well developed.

This job is a great match for you if you can bring initiative, persistence, and commitment to helping nonprofits successfully accomplish their missions.

Responsibilities

Tier Two Services - (85%)
Provides Tier 2 support for scheduled and emergency issues referred by field consultants and service desk staff, and 501 Commons nonprofit clients can achieve their missions.

- Design, install, configure, and provide maintenance of systems & networking hardware, software, and components
- Implement a wide range of cloud solutions, including mobile device management (MDM), Microsoft 365 migrations, Windows Virtual Desktop
- Maintains IT cloud tools including remote monitoring, cloud backup platform, or password management system
- Utilizes remote management and monitoring system to effectively monitor, maintain, manage or upgrade client systems
- Logs all customer questions and problems and tracks the issues through to resolution, including timely recording of problem symptoms and status information to communicate with and properly utilize 501 Commons consulting staff
• Initiates escalation of customer problems when necessary by documenting the impact to the customer, assigning an appropriate priority and resolution target, and raising management awareness of issues that have exceeded reasonable or expected timelines
• Works as a liaison between the customer and their other technology providers, including those providing Internet, email, web hosting, and third-party hardware and software
• Occasionally participates in maintenance/on-call rotation providing support for critical issues outside of normal business hours. (Services are not offered on a 24/7 basis.)

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

Works as an engaged member of the IT Infrastructure team. Provides Tier 2 backup that advances the team’s success so we can amplify the strength of our nonprofit clients.

• Strives to learn new products, trends, and technologies; pursues independent learning opportunities; applies and shares learning gained from experiences and training, serving as a mentor to team members
• Actively engages in team meetings and conversations, building a cohesive team environment
• Researches and assesses new products and emerging technologies for applicability in nonprofit and small business environments

**Competencies**

Your success in this role will require a combination of technical skills, initiative, communications skills, and an orientation toward teamwork.

• **Relationship Management** – Works with integrity; maintains constructive relationships with team members and clients by communicating respect; provides prompt and attentive service; handles interruptions and distractions with composure; develops trust and credibility with clients and the team.
• **Communication** – Conveys information clearly in verbal and written form; demonstrates active listening skills; can communicate with people whose technology skills are at all levels; keeps others informed; and maintains a sense of humor, even during difficult circumstances
• **Reliability** – Takes accountability for your work; proactively determines a solution if there is a risk of not keeping a commitment; is steady under pressure; likes the challenge of a consistent client work and uses it to fuel productivity and efficiency; Able to achieve results with minimal supervision.
• **Problem Solving** – Follows established troubleshooting procedures; uses diagnostic tools effectively; identifies core issues quickly; works to resolve problems in early stages; generates a range of solutions and tests and implements logical solutions; works well in group problem-solving situations;
• **Managing Priorities** – Prioritizes well when managing high workloads and competing demands; plans and uses time efficiently; responds to changing customer needs

Having these competencies will lead to a satisfying work experience and positive results for our nonprofit clients.
Qualifications

Preferred Education

Bachelor’s degree in Computer Science, Information Technology, Business Technology, related field of study, or equivalent work experience.

Experience

Required
- Five or more years experience in a Windows Engineer or System Administration role
- Experience providing customer support over the telephone and/or remotely

Technical Skills

Required skills
- Experience in an Active Directory or Azure Active Directory environment.
- Strong knowledge of:
  - PowerShell for task automation, remote systems management, configuration, and/or data collection/reporting
  - Cloud computing and mobile device management (MDM) solutions including Microsoft Azure services, Autopilot/Intune end point management, and Business Voice
  - Demonstrated skill in troubleshooting and resolving complex problems with Microsoft Azure, Windows Hyper-V, VMware, Domain Name Services, certificates
  - On-premise migration to cloud services
  - Familiarity configuring and supporting enterprise-class security devices, such as Cisco, SonicWall, Ubiquiti, and WatchGuard.

Desired skills
- Knowledge of:
  - System security practices, intrusion detection, auditing, and mitigation methods
  - Information Technology Infrastructure Library (ITIL).
  - Azure certification

Please let us know if you do not meet all of the above requirements but feel other factors qualify you to perform these job duties.

Work Conditions and Compensation

- Work hours are flexible within an M-F, 8 am to 6 pm timeframe.
- Most work can be done from home. If you are hired from outside the Puget Sound region, occasional travel to Seattle for essential team collaboration would be provided. If you prefer to work in our offices, they are located in central Seattle.
- Opportunities for professional development.
- Benefits include generous paid time off, holiday pay, and employer-paid medical, dental, and vision coverage. In 2022, employer contribution to 401K retirement account.
- Salary Range: $60,000-$67,000
**Inclusiveness Statement**

501 Commons is an equal opportunity employer and seeks to recruit persons of diverse backgrounds and 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 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, equally valued, and supported.

**Application Instructions**

To apply, send a resume and cover letter to jobs@501commons.org with Windows Systems Engineer in the subject line.