



## IT Helpdesk/Systems Administrator Job Description

We improve the impact and performance of fellow nonprofits by working alongside leaders to create high-quality strategic solutions that advance their missions in our communities.

**Purpose of Position:** The IT Helpdesk/Systems Administrator will be part of a shared service IT group who provide IT services and support to nonprofit organizations in Southeast Michigan. Our group functions as an external IT department for these small to mid-size nonprofits. As a member of this group your primary responsibility will be to assist our clients with IT questions and resolve their IT issues. Support is provided via phone, email, and on-site. Our client base is made up of people of varying IT knowledge. This individual will work closely with 4 other Helpdesk / Systems Administrators, 1 Helpdesk Manager, 2 IT Project Implementers, and the IT Director in the ongoing support of our client base.

**The approximate time allocation for this role will be:** \$40,000: 40-50 hours a week

**Organizational Relationships:** Reports directly to IT Director and Helpdesk Manager

**The IT Helpdesk/Systems Administrator will support NEW in the following ways:**

- Respond, troubleshoot, and resolve support requests from clients via phone, email, and screen sharing.
- Respond, troubleshoot, and resolve tickets generated by monitoring systems.
- Perform on-site troubleshooting and resolution of IT issues.
- Monitor, Prioritize, and Update support tickets in our Helpdesk software.
- Perform monthly maintenance (health checks) to a group of servers.
- Setup and deploy servers, desktops, laptops, and thin clients during new client installations
- Migrate existing data from email clients and legacy email systems to Google Apps and Microsoft Office 365
- Develop training materials for end-users
- Provide end-user training to clients

***Additional Responsibilities:***

A patient, friendly, caring, and down to earth personality is highly desired. Someone who is more interested in helping people rather than talking tech is necessary. Our goal is to help

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people use technology, not confuse or burden them with it. We treat our clients as human beings, not just ticket numbers. A broad range of skills and comfort level is desired along with a high-level of interest and motivation. Must be able to work independently at times and learn new skills. The ability to research problems when solutions are not immediately known or available is very important. The ability to effectively communicate, assist, and support co-workers is necessary. The ability to view our workload as a team and not just as an individual is also desired. Areas of support include desktops, laptops, servers, tablets, smartphones, printers, network equipment, network wiring, and software.

- This position will primarily work out of our Ann Arbor and Detroit Offices.
- This position requires travel to locations within a 1 hour radius of Ann Arbor, including Detroit, Southfield, and Flint.
- This position requires after hours (nights and weekend) on call support 1 week out of every 6 weeks.
- The hours of this position will either be 9:00 am – 5:00 pm or 10:00-6:00 pm.

**Work Environment & Physical Demands:** The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to drive, stand, walk, and sit for long periods of time, climb stairs, use escalators and elevators, stoop, kneel, crouch or crawl. Duties are performed in all weather conditions. Lifting up to 40 pounds may be required. Walking while carrying up to 40 pounds may be required. Regular use of computer is required. The noise level in the work environment is usually moderate. Use of personal vehicle is required for daily business travel.

**Education & Training:**

An Associates or Bachelor's degree in Computer Science, Computer Information Systems, or Computer Networking is strongly preferred but not required (equivalent work experience is acceptable).

**Work Experience & Competencies:**

**1. *Prior Work Experience***

One to two years of experience working in an IT or Tech Support helpdesk or other customer service environment is strongly preferred. Experience as systems administrator or systems analyst will also be considered. Education may be considered in the absence of work experience.

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## **2. Technical Competencies**

- Extensive knowledge of Microsoft Windows 10, 8, and 7 operating systems as it relates to an end user.
- Working knowledge of Mac OS X operating systems as it relates to an end user.
- Working knowledge of Microsoft Windows Server 2012 R2, 2012, and 2008 R2 operating systems.
- Working knowledge of Terminal Services, Active Directory, Group Policy, Folder Redirection, Roaming Profiles, NTFS Permissions
- Working knowledge of networking devices such as routers, switches, firewalls, and wireless access points.
- Working knowledge of networking protocols such as TCP/IP, DHCP, DNS, SMTP, IMAP, POP3, SSH
- Working knowledge of remote access technologies such as Remote Desktop, VNC, LogMeIn.
- Working knowledge of the Linux operating system, preferably Ubuntu Linux or other Debian-based systems
- Working knowledge of Enterprise Level email systems such as Google Apps, Office 365 and Microsoft Exchange.
- Familiarity with smart phones such as iPhones, Androids, and Windows smart phones and tablets.
- Familiarity with Thin Client technologies such as the Linux Terminal Server Project
- Knowledge of programming or scripting language(s) a plus
- Knowledge of MySQL and MSSQL database administration a plus
- Knowledge of CMS's such as Wordpress, Drupal, and Joomla a plus

## **3. Behavioral Competencies**

*Service Oriented:* Thrives on human interaction; enjoys providing helpful and timely customer service (a service-oriented mindset is critical).

*Team Player:* Prioritizes the needs of the organization above other considerations; assumes roles outside scope of job description when necessary to keep organization running smoothly

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and help meet customers' needs; enthusiastically embraces the “servant leadership” philosophy for working with colleagues and customers.

*Entrepreneurial Mindset:* Embraces a mission-based business model where every employee is accountable for the organization's success in achieving its earned revenue goals.

*Project Management:* Able to work on multiple projects at once; very strong organizational skills.

*Leadership and Initiative:* Comfortable working toward objectives in a “hands-off” professional environment; able to work independently to reach program goals and solve problems. Willing to embrace professional growth through internal coaching and external training.

*Communication:* Expresses ideas and thoughts clearly and effectively; able to form strong working relationships with colleagues and others; feels comfortable training and presenting to large and diverse audiences; provides helpful and timely customer service; able to work successfully with diverse individuals and groups.

*Innovation and Problem Solving:* Able to secure relevant information to identify key issues or problems and recommend viable solutions; able to adjust activities and goals based on changing circumstances.

### **Our Statement on Diversity:**

We believe that our mission is most effectively fulfilled through a commitment to inclusiveness as a core value and practice. We maintain that building and sustaining diversity requires an ongoing commitment to inclusion that must find full expression in our organizational culture, values, norms, and behaviors. Throughout our work, we support diversity across all lines of difference, including age, economic circumstance, ethnicity, sex, race, range of ability, religion, sexual orientation, and gender identity/expression. We aim to lead by example, viewing and encouraging diversity as a fundamental and abiding strength of the nonprofit sector in Southeast Michigan and beyond.

### **Our Values:**

Because we believe that communities, organizations and people are filled with potential waiting to be unleashed . . .

- We Honor the rich diversity of people, experiences and ideas.
- We Invest in our people, clients, and communities.
- We Seek to Understand by promoting lifelong learning for ourselves and our clients.
- We Collaborate by supporting each other as team members and through partnerships.
- We Innovate by encouraging creativity and finding solutions.
- We Deliver exceptional service - every time.

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