IT Systems Administrator & Consultant
Job Description

July 2021

OUR MISSION: NEW inspires and equips mission-driven people, organizations, and communities to realize their visions of a just and thriving society.

OUR VISION: Empowered leaders. Flourishing nonprofits. Vibrant communities.

Purpose of Position

The IT Systems Administrator & Consultant is part of NEW's comprehensive set of programs, services and support to nonprofit organizations in Southeast Michigan. The technology team provides managed IT services and consulting for small to mid-size nonprofits. We are guiding our clients on a modernization journey to provide more robust, secure, and state of the art IT solutions. We are migrating them to cloud-based solutions like Microsoft Azure, Office 365 and Google Workspace.

Along with migrating data and updating technology, our role is to ensure that our clients can effectively utilize technology. Whether it is through individualized support via our help desk or leading group learning sessions, we are focused on enabling our clients to master technology that enables them to deliver on their mission.

As a member of this team you will be working directly with an assigned group of nonprofits to manage their technology needs and planning. You'll work closely with three other system administrators/consultants and two Co-directors in the ongoing support of our clients.

Our client base is made up of diverse people with varying IT knowledge. You'll thrive in this role if you're a patient, friendly, caring, and down to earth person. Our goal is to help people use technology in ways that enable them meeting their missions and visions.

Compensation

This is a full-time, non-exempt position that includes access to a comprehensive benefits package, including medical and dental healthcare, a SIMPLE IRA match, and flexible time off, as well as an amazing team of colleagues. The salary for this position is $45,000.00.

Team members can expect 40-45 hours/week including some non-traditional hours and some weekends.

Organizational Relationships

This position reports to the Co-Directors of the IT department.

Primary Duties

The IT Systems Administrator & Consultant will support NEW in the following ways:

System Administration/Client Support (~50%)
- Build and maintain positive relationships with our clients and colleagues.
- Work closely with point of contact for tech issues and permissions.
- 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.
- Setup and deploy virtual servers, desktops, laptops, and other devices during new client installations.
- Migrate existing data from email clients and legacy email systems to Google Apps and Microsoft Office 365.
- Manage Cloud systems for email, file sharing, and virtual servers.
- Create and maintain an inventory of workstations, laptops, and servers.
- Complete Monthly and yearly server maintenance, including backup management of data.
- Schedule onsite appointments on an as needed basis.

Consulting and Training (~40%)
- Provide trusted guidance and technology planning to nonprofit clients.
- Develop training materials for end-users to increase internal competencies and understanding of client IT systems.
- Meet with each client in your cohort quarterly.
- Conduct yearly tech assessments and inventory of client sites.

Client Retention and Program Administration (~10%)
- Foster strong relationships with organizational leaders.
- Communicate any client leadership transitions as needed to Directors.
- Catalog recurring client issues.

- Create monthly status reports of clients issues and status of servers, where applicable.
- Update Zendesk with organizational information including licenses, logins, type of shared files, etc.

Position criteria:

- 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 clients and co-workers is necessary.
- Ability to work in a team and to provide leadership are desired.
- This position will be hybrid with some remote, some work in our Ann Arbor office, and some onsite at the client locations throughout Southeast Michigan.
- This position requires travel to locations within a 1 hour radius of Ann Arbor, including Detroit, Southfield,Chelsea, Okemos, and Flint.
- The primary hours of this position will either be 8-4 or 9-5, Monday through Friday.
- This position requires after hours (nights and weekend) on call support 1 week out of every 6 weeks or as needed for support.

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, climb ladders, use escalators and elevators, stoop, kneel, crouch or crawl. Duties are performed in all weather conditions. Lifting up to 50 pounds may be required. Walking while carrying up to 50 pounds may be required. Regular use of a computer is required. The noise level in the work environment is usually moderate. Use of a personal vehicle is required for daily business travel.

Education & Training:

An Associates or Bachelor's degree, Certification and/or equivalent work experience with demonstrable skills in Computer Science, Computer Information Systems, or Computer Networking.

Qualifications/Competencies

1. Prior Work Experience

At least three years of experience working in an IT department, Tech Support helpdesk or other customer service environment is strongly preferred. Experience as a Systems Administrator or Systems Analyst will also be considered.

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 2019, 2016, 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, Splashtop.
- 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.
- Working knowledge of virtual environments.
- 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.
- Working knowledge of cloud platforms; Google Workspace, Microsoft 365, Microsoft Azure.
- Knowledge of programming or scripting language(s) a plus
- Knowledge of MySQL and MSSQL database administration is 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 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.

Please send your cover letter and resume bdaley@new.org

NEW's Core 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.

NEW's Statement on Diversity:

We believe that our mission is most effectively fulfilled through a commitment to inclusiveness and a sense of belonging as core values and practices. 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. We aim to lead by example, viewing and encouraging diversity as a fundamental and abiding strength of NEW, the nonprofit sector in Southeast Michigan and beyond.

NEW strongly values equity and believes in a just and fair society where all can participate, prosper, and reach their full potential. We work towards a more inclusive world and as such we are an equal opportunity employer and do not discriminate against any employee or applicant for employment because of race, skin color, ethnicity, religion, gender, sexual orientation, national origin, disability, age, marital status, military status, pregnancy, or parenthood. NEW is committed to maintaining a diverse and multicultural working environment.