Position: Systems Administrator
Reports To: Director of Operations
Compensation Status: Full-time Salary
Date: September 2023

POSITION PURPOSE:
The Systems Administrator will be responsible for facilitating and supporting the day-to-day IT operations of Together. This includes customer service aspects of prioritizing, problem solving, and communicating. In addition, this position will promote the safety and security of Together's IT operations. This position will work closely with the Director of Operations as well as the Chief Operating Officer.

ESSENTIAL JOB FUNCTIONS:
- Provide IT support for hardware and software issues for all Together staff
- Maintain and update workstations, laptops, printers, and other hardware
- Manage backups and disaster recovery plans
- Identify needs for upgrades, configurations and/or new systems
- Coordinate with vendors for equipment purchase and maintenance
- Implement and maintain network security measures
- Work in partnership with Security Equipment Inc (SEi) related to IT-based safety and security components
- Assist in IT policy development and enforcement
- Train staff on IT best practices and software usage
- Keep inventory of all hardware and software

KNOWLEDGE, SKILLS AND ABILITIES:
- Strong understanding of computer hardware components
- General understanding of networking concepts
- Familiarity with common operating systems including Microsoft 365, Windows Office suite of products and databases
- Knowledge of O365/Azure platform
- Knowledge of basic cybersecurity principles
- Knowledge of HMIS systems and NetSuite preferred
- Strong interpersonal and communication skills
- Strong troubleshooting and problem-solving skills
- Ability to identify and manage priorities
- Valid driver's license and reliable transportation

EDUCATION AND EXPERIENCE:
- Bachelor's degree in computer science, information systems or related field or equivalent experience
- Minimum of three years of experience of working with both hardware and software support and basic network management

- Certifications in CompTIA A+ and Network+ preferred

NOTE: This job description is intended to describe the general nature of the work being performed by a person in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

Interested parties should apply by sending a cover letter and resume to:
Rebekkah Roberts
Human Resources Coordinator
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