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**IT Systems Administrator**

**Job Description**

**Job Title:** IT Systems Administrator

**Department:** Information Technology and Telecommunications

**Reports To:** Director of Information Technology and Telecommunications

**Directs:** None

**Prepared Date:** May 9, 2019

**SUMMARY:**

This position is support staff for the systems administration group. As such, this staff member may receive direction from IT System Lead or Director or IT to perform maintenance on the “systems” of the ranch (computers, peripherals, network equipment, phones, televisions).

**ESSENTIAL JOB FUNCTIONS:**

* Performs system hardware setup and configuration and manages standard process
* Maintains and troubleshoots basic network hardware systems
* Maintains and troubleshoots phone and telecom systems
* Maintains and troubleshoots workstations, printers, scanners, monitors and television drops, etc.
* Monitors and handles Care Desk tickets, reassigning and escalating where needed
* Diagnoses and resolves computer virus-related issues
* Trains IT support staff and end users when necessary
* Documents and follows inventory procedures
* Troubleshoots with vendors and other external help desks
* Purchases system and computer hardware and software based upon budgeting constraints as instructed by IT Systems Lead or IT Director

**NON-ESSENTIAL/MARGINAL JOB FUNCTIONS:**

* Attends regular IT team meetings

**QUALIFICATIONS:**

* Enthusiastic, committed, creative team member—a good listener who is able and willing to participate in community life
* One to three years’ work in a technical environment with some troubleshooting experience
* Must be extremely comfortable operating a Windows-based operating environment
* Must be knowledgeable in using and maintaining Apple Mac OS X, Linux (Debian, CentOS, Ubuntu), Android and iOS platforms
* Adaptable—thrives in a constantly changing work environment
* Resourceful—willing to learn on the job and apply critical thinking to solve problems

**CONDITIONS:**

* Work availability: full or part time, mostly weekdays and as needed
* Benefits: health insurance, dental reimbursement, paid vacation and holidays.
* Physical requirements: may be required to lift up to 50 pounds