IT Systems Administrator
Job Description

Job Title: Systems Administrator
Department: Information Technology and Telecommunications
Reports To: IT Systems Lead, Director of Information Technology and Telecommunications
Prepared Date:

SUMMARY:
This position supports the mission of Sunrise Ranch by troubleshooting and repairing IT system infrastructure, hardware, phones and television systems.

JOB RESPONSIBILITIES:
- Manages Care Desk trouble-ticket reporting system by distributing and reassigning tasks related to hardware and software issues
- Performs system hardware setup and configuration and manages standard maintenance procedures
- Troubleshoots, maintains, repairs and manages operating system software on all devices—Windows OS, Apple OS, Android, and iOS
- Troubleshoots, maintains, repairs and manages network system, including routers, switches, hubs, firewalls, VOIP switches, VDSL switches, CAT5 and fiber cables
- Troubleshoots, maintains and repairs phone and telecom systems, including PBX and VDSL modems
- Troubleshoots, maintains, upgrades and/or repairs workstations, printers, scanners, monitors and television drops, etc.
- Diagnoses and resolves computer virus-related issues
- Trains end users in standard operation of hardware and software when necessary
- Performs software and hardware inventory procedures
- Communicates with other team members, other departments, consultants, support staff and vendors for resolution of issues
- Purchases system and computer hardware and software as approved by manager
- As a member of the staff of Sunrise Ranch, contributes to the overall success and fulfillment of our mission through:
    - o Creative, uplifting expression that inspires others
    - o Enthusiastic contribution to the fabric of the Sunrise Ranch community

- o Diligent, productive work that contributes to the Sunrise Ranch team effort
- o Supporting, promoting and contributing to the vision, plan and work of the Spiritual Director and the Trustees of Emissaries of Divine Light
- o Clear, supportive surround for guests, visitors and staff
- Performs other essential duties as assigned (please see detailed list attached delineating essential functions in more depth)

QUALIFICATIONS:

- Enthusiastic, committed creative team member—able and willing to participate in community life, including spiritual activities and chores
- Bachelor's degree in IT, computer engineering or related field preferred
- One to three years of experience in IT systems administration
- Must be experienced in managing routers, switches, hubs, firewalls, VOIP switches, VDSL switches, CAT5 and fiber cables
- Must be comfortable managing Windows- and Mac-based operating environments
- Adaptable—thrives in a constantly changing work environment
- Strong attention to detail
- Must be organized, have knowledge of current industry practices, and be comfortable learning new technology skills
- Resourceful—willing to learn on the job and apply critical thinking to solve problems
- Needs to be flexible and team oriented

NON-ESSENTIAL/MARGINAL JOB FUNCTIONS:

CONDITIONS:

- Work Availability – Full or part time, mostly weekdays and as needed
- Benefits – Health insurance, dental reimbursement, paid vacation and holidays
- Physical requirements – must be able to lift up to 50 pounds