

FOUNDATION FOR THE CAROLINAS

JOB DESCRIPTION TEMPLATE

Title: Associate, System Administrator Division/Department: IT and Business Services

Reporting To (title): IT Manager

FLSA Classification: ☒ Exempt ☐ Non-Exempt

Employment Type: ☒ Full Time ☐ Part Time ☐ Intern ☐ Temporary/Contract

POSITION SUMMARY

The Associate, System Administrator is responsible for managing FFTC's computer hardware and software, assisting staff with critical technology concerns, managing office equipment, and assisting with the administration of the organization's servers and network. The role will also serve as backup for the IT Manager in various tasks and provide an escalation point for help desk tickets.

DUTIES & RESPONSIBILITIES

Operations

- Manage users and computers in Windows Active Directory, Office 365, Network Access Control (NAC) and Privileged Account Management (PAM) systems
- Assist with the administration of the organization's servers and network
- Manage end-user hardware and software. Track equipment inventory and licensing
- Set-up, image and install new computers, and confirm network connectivity
- Manage onboarding of new employees, ensuring secure and appropriate access to the network, printers and applications
- Provide technical support for hardware and software issues
- Document and update procedures used by the IT team
- Monitor systems daily and respond immediately to security or usability concerns
- Monitor digital audio/visual equipment in the building and provide support as needed to visitors using our facility
- Act as an on-site escalation engineer for the managed services provider, as needed
- Assist IT Manager with any assigned project tasks, i.e., researching new products, testing equipment
- Assist IT Manager in monitoring help desk tickets. Follow up with managed services provider reviewing any tickets with little or no activity

Vendor Communications

- Work with the vendors to open support tickets and expedite ticket resolution
- Manage printers and faxes and communicate with vendors for support. Maintain printer and copier supplies

Additional Skills:

- Strong interpersonal communication skills, both written and verbal
- Ability to interface professionally with staff, clients and guests
- Ability to see problems through to resolution and communicate progress and results
- Physically capable of picking up and moving computer hardware
- Other duties as directed

JOB QUALIFICATIONS

- The ideal candidate will have about 2 - 4 years of experience with Microsoft technologies including Windows 10, Servers, Active Directory, Group Policy, Office 365, Remote Desktop Services, Virtualization; Hardware and software installations; Diagnosing and troubleshooting IT issues including desktop support.
- Solid understanding of network technology and related concepts, such as LAN/WAN, TCP/IP, DNS, DHCP, VPN, SMTP, etc.
- Experience with Microsoft Azure environment will be a plus.

POSITION SPECIFIC COMPETENCIES

Select from the following position-specific competencies. Please limit the total number of competencies to 10 or less.

All Employees: ☒ Communication & Interpersonal Skills

Executive Team: ☐ Leadership ☐ Strategic Thinking ☐ Fiscal Stewardship

All Supervisors: ☐ Delegating Responsibility & Empowering Employees ☐ Managing Employee Performance ☐ Ensures Consistent Policies & Practices

General:

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|-----------------------------------------------------------|------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Affiliate Management | <input type="checkbox"/> Budgeting & Cost Awareness | <input type="checkbox"/> Building Organizational Commitment |
| <input type="checkbox"/> Building Team Environment | <input type="checkbox"/> Client Records | <input checked="" type="checkbox"/> Concern for Employee Satisfaction |
| <input type="checkbox"/> Customer Skills | <input checked="" type="checkbox"/> Dependability | <input type="checkbox"/> Ensures Proper Training in New Technologies |
| <input type="checkbox"/> Entrepreneurial Orientation | <input checked="" type="checkbox"/> Equipment Skills | <input type="checkbox"/> Fund Management |
| <input type="checkbox"/> Implementing New Technologies | <input checked="" type="checkbox"/> Initiative | <input checked="" type="checkbox"/> Innovative Thinking |
| <input type="checkbox"/> Job Skills | <input type="checkbox"/> Managing Meetings | <input checked="" type="checkbox"/> Managing Multiple Priorities |
| <input type="checkbox"/> Meeting Targets | <input type="checkbox"/> Presentation Skills | <input type="checkbox"/> Product Knowledge |
| <input type="checkbox"/> Productivity | <input type="checkbox"/> Project Management | <input checked="" type="checkbox"/> Quality of Work |
| <input type="checkbox"/> Relationship Building/Networking | <input checked="" type="checkbox"/> Results Oriented | <input checked="" type="checkbox"/> Technical Skills |
| <input type="checkbox"/> Time Management | <input type="checkbox"/> Training & Development | <input type="checkbox"/> Writing Skills |