

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>IT System Administrator</b>
<b>DEPARTMENT:</b>	Information Technology
<b>REPORTS TO:</b>	IT Manager
<b>EFFECTIVE DATE:</b>	
<b>CLASSIFICATION:</b>	<b>Exempt</b>
<b>HOME LOCATION:</b>	<b>San Antonio, Texas</b>

**POSITION SUMMARY:** The IT System Administrator position will ensure efficient IT operations across The Foundation’s three locations as well as support the needs of the Foundation’s program growth.

**PROGRAM MISSION:** The mission of the Information Technology Department is to provide secure, reliable, technology solutions and to deliver excellent customer service as driven by the Foundation’s Core values of Hospitality and Quality.

**ORGANIZATIONAL VALUES:** Rooted in our Christian faith, daily work reflects the values of Hospitality, Stewardship, Unity, and Excellence.

**ESSENTIAL FUNCTIONS:**

- Diagnose and resolve issues with Windows PCs, printers, conference room A/V equipment, iOS, and Android mobile devices
- Resolve IT Service Desk requests as assigned, adhering to internal service delivery guidelines
- Execute technology equipment moves as directed, prioritizing tasks according to organizational needs
- Administer unified communications devices and software for phone, videoconferencing, SMS, fax, and instant messaging across both entities
- Assist with administering security patches for Windows clients, ensuring systems are up-to-date and secure
- Maintain proactive communication with users, providing regular updates on the status of their requests
- Assist the Senior Director of Information Technology primarily in technology-related purchases and budgeting for The Foundation
- Participate in the administration and troubleshooting of Windows domain services, including maintaining user accounts, group policy objects, and organizational unit structure
- Troubleshoot and maintain file and print services, DNS, and DHCP for both entities within the Windows domain
- Support Disaster Recovery procedures and processes as needed, ensuring continuity of operations for both entities
- Proactively monitor the network and perform analysis of network needs, identifying opportunities for optimization and improvement
- Assist with network troubleshooting, installations, configurations, and provisioning of telecommunication services to maintain reliable connectivity
- Coordinate and execute network operations activities, including firewall policies and router/switch management, to uphold network security and performance standards

- Manage the Office 365 Environment, SharePoint, One Drive, MFA, single sign-on applications, and departmental cloud applications, along with Microsoft Azure services
- Work with third party IT vendors as needed
- Contribute to special projects as assigned, leveraging expertise to support organizational objectives
- Guide users in gaining mastery of supported technology equipment and applications

**QUALIFICATIONS:**

- At least 3 years of experience in a technology related field required
- Undergraduate degree preferred
- Experience in Microsoft Office 365, TCP/IP networks, Active Directory, DHCP, DNS, as well as recent and current Microsoft and Apple operating systems
- Experience supporting senior level management staff
- Technical Certifications in Microsoft, ITIL and CompTIA a plus

**COMPETENCIES-Knowledge, Skills, and Abilities:**

- Build, configure, and deploy Windows OS clients in an Active Directory environment
- Work with minimal supervision
- Perform level 2 & 3 troubleshooting
- Excellent customer service rapport
- Strong interpersonal skills
- Maintain confidentiality
- Capacity to identify and recommend technology solutions as appropriate
- Strong communication skills
- Effective time management skills
- Working knowledge of technical troubleshooting approaches, tools and techniques, and the ability to anticipate, recognize and resolve technical problems (hardware, software, application, or operational)
- Collaborate with other IT staff as needed, fostering a culture of teamwork and knowledge sharing
- Foster positive working relationships with Foundation staff, the broader IT community, and vendors, promoting collaboration and effective communication
- Stay informed about approved technology applications, products, or services to better support The Foundation
- Represent The Foundation, and the IT Team in a professional, respectful manner

**WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:**

**Mental and Physical Demands**

Maintain emotional control under stress; work with interruptions and deadlines; walking, standing, stooping, bending, pulling, and pushing, use hands and fingers for typing and to handle controls; reach with hands and arms; occasional: lifting/carrying, pulling/pushing 10-30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Environmental Factors**

Occasional exposure to biological hazards (communicable diseases, bacteria, insects, mold, fungi, etc.). Occasional exposure to weather related conditions when working in outside environment and events. This job operates primarily in a professional office environment mainly in San Antonio, Texas. Will experience occasional outdoor responsibilities. Must be able to work between camp and office facilities on uneven terrain, as needed. May occasionally work varying schedules and 8+ hour shifts.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE