

# IT SYSTEMS ADMINISTRATOR

## JOB DESCRIPTION

**Position Summary:** The IT Systems Administrator will be responsible for managing day-to-day information technology operations, providing comprehensive technical support to end users, developing custom solutions, and maintaining all technology systems. This role combines system administration, programming and development, and user support responsibilities to ensure the organization's technology systems are reliable, secure, and meet operational needs.

**Ideal Candidate:** Experience with Windows Server administration, Microsoft 365 support, database management, programming/scripting, virtualization technologies, comprehensive end-user support, and willingness to learn and grow in a dynamic technical environment.

### Major Tasks:

1. Respond to help desk requests via phone, email, and in-person support.
2. Document problems and solutions in the help desk ticketing system.
3. Manage day-to-day Windows Server operations, Active Directory, and Microsoft Entra ID administration.
4. Support Microsoft 365 administration and troubleshooting under Operations Director guidance.
5. Purchase, install, and configure new computer hardware, related peripherals, and software as approved by Operations Director.
6. Update, upgrade, maintain, diagnose, service, and repair computer hardware, software, and related peripheral devices (including but not limited to printers, projectors, scanners, copiers, fax machines, cellular phones, telephones, and battery back-up power supplies).
7. Develop, implement, and maintain custom software solutions.
8. Create automated scripts and tools to improve system efficiency and reduce manual tasks.
9. Monitor system performance, security, and backup procedures.
10. Provide ongoing technology training and instruction to end users.
11. Work with vendor support contacts to resolve technical problems with computing equipment and software.
12. Inventory, organization, and disposal of computer supplies and equipment.
13. Develop and maintain technical documentation for systems, applications, and procedures.
14. Support database management and data integration tasks.
15. Assist with system upgrades, migrations, and new technology implementations.
16. Participate in cybersecurity measures and compliance activities.

17. Escalate complex technical issues to Operations Director as appropriate.

18. Other duties as assigned by the Operations Director.

### **Requirements of the Position**

1. Associate's degree in Computer Science, Information Technology, or related field and/or three years of experience in system administration, programming, and comprehensive IT support.
2. Strong experience with Windows Server, Active Directory, and Microsoft 365 environments.
3. Programming and scripting experience (PowerShell, SQL, or similar languages).
4. Understanding of virtualization technologies and cloud platforms.
5. Comprehensive understanding of computer systems (hardware/software), networks, and peripheral devices.
6. Self-motivated and able to handle multiple tasks and priorities effectively.
7. Strong verbal and written communication, technical documentation, and training skills.
8. Excellent problem-solving and analytical abilities.
9. Ability to work independently while collaborating effectively with Operations Director.
10. Handle all client and Agency information confidentially.
11. Has a basic understanding of Catholic Social Teaching and demonstrates a willingness to live a personal and professional life accordingly.

### **Relationships**

1. Reports to the Operations Director.
2. Collaborates with all departments to provide comprehensive technical support and meet technology needs.
3. Maintain effective working relationships with co-workers, other social services agencies, Catholic Diocese, parishes, schools, United Way, and other non-profit agencies.
4. Work with external vendors and technical support teams under Operations Director coordination.
5. Maintain a professional demeanor and project a professional image to the public.
6. Must establish an awareness of local community resources.