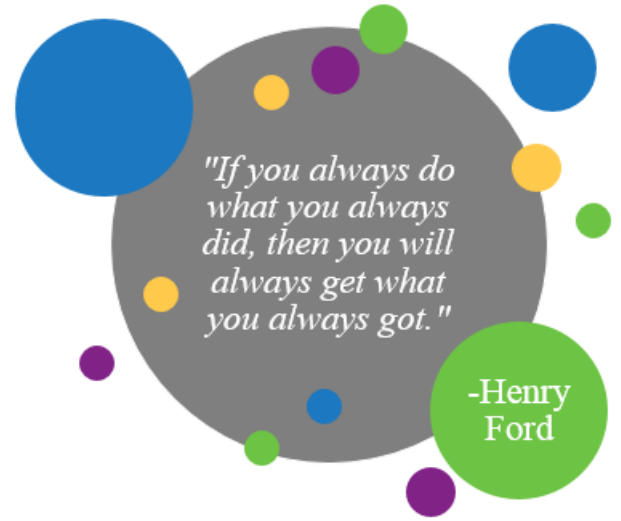




Jack's Urban Meeting Place

Creating an environment for inspiring human potential



POSITION | IT Systems Administrator

POSITION DESCRIPTION

The IT Systems Administrator will work collaboratively with all JUMP team members to build and sustain a strong team culture at JUMP that supports the JUMP mission. The IT Systems Administrator will perform tasks in technology-related disciplines under the direction of the IT Manager. This position will provide support to JUMP team members and visitors as technical issues arise. It is key for the IT Systems Administrator to stay current with developments in the technology-related field.

DUTIES AND RESPONSIBILITIES

- Monitor infrastructure and network systems.
- Perform installations of new hardware and software.
- Perform repairs and upgrades of computers, servers, switches, and other systems as needed.
- Provide support with troubleshooting, diagnosing, and resolving any/all technical problems.
- Assist with AV issues and troubleshooting.
- Back up network data.
- Help configure security settings or access permissions for groups or individuals.
- Identify the causes of networking problems, using diagnostic testing software and equipment.
- Configure local area network (LAN) switches or related equipment.
- Perform routine maintenance or standard repairs to networking components or equipment.
- Install new hardware, software systems, and components, ensuring integration with existing network systems.
- Test computer software or hardware, using standard diagnostic testing equipment and procedures.
- Monitor industry websites or publications for information about patches, releases, viruses, or potential problem identification.
- Create or update technical documentation for network installations or changes to existing installations.
- Train users in procedures related to network applications software or related systems.
- Research hardware or software products to meet technical networking or security needs.
- Create, revise and update user instructions, procedures, or manuals.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Maintain records of daily data communication transactions, network support activities, problems and remedial actions taken, or installation activities.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Modify and customize commercial programs for internal needs.

- The person in this position has the potential to progress to the IT Manager position in approximately one year from start.

REQUIRED QUALIFICATIONS

- High school diploma or equivalent.
- Minimum of five years related experience.
- Extensive knowledge of desktops, laptops, tablets, servers, switches, routers, wireless controllers, firewalls, AV, NAS storage, and multimedia systems.
- Extensive knowledge of all layers of the OSI model, Windows Server, Windows 7, 8, 10, Powershell, Mac OSX, and Linux.
- Maintain a knowledge of advances in technology.
- Ability to work in a team environment with little supervision.
- Physical Requirements: moderate work such as climbing, kneeling, stooping, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, and hearing while working in a controlled and uncontrolled environmental conditions.

PREFERRED QUALIFICATIONS

- HP and Comware Switch, Router, and Wireless controller experience.
- Sonicwall NSA series firewalls.
- QNAP and Synology Storage.
- Office 365 and Windows Server Active Directory.
- Experience and knowledge of nonprofit organizations.

TO APPLY | Please submit a current resume and cover letter along with a completed JUMP application to careers@jumpboise.org with the position title in the subject line. Resumes without a completed application may not be reviewed for employment. If you have any questions or comments, please email us careers@jumpboise.org.

DISCLAIMER | JUMP is a start-up nonprofit organization; consequently, the job description listed above has been written to indicate the overall nature, essential duties, and responsibilities of the work to be performed. It may not contain a comprehensive record of all duties, responsibilities, and qualifications required as it is highly likely the job structure will evolve.