Position Description

Title: Junior Systems Administrator

Reports to: Director of Information Technology

Department: Information Technology

Department Function: Oversee all operations and ensures the highest level of quality of operations and administrations of IFF on a day-to-day and strategic basis, manage planning processes, Board relations and systems.

The Organization

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, affordable housing developers, and grocery stores. Staff contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves.

IFF is looking for candidates with a commitment to the work it does and can demonstrate their creativity, detail-orientation, diligence, efficiency, enthusiasm, flexibility, organization, thoughtfulness, and sense of humor.

Our staff of nearly 100 professionals works from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Kansas City, MO; St. Louis, MO; Columbus, OH; and Milwaukee, WI.
**Basic Job Function**

The Junior Systems Administrator supports the organization by overseeing the virtualize servers, business systems and backup solution. This person is also responsible for managing their outside vendor relationships, planning and assisting on system implementation projects and strategizing long-term IT needs for the organization.

**Job Duties and Responsibilities:**

1. Maintains the organization’s infrastructure; production and development servers, by performing daily checks of performance, utilization and resource capacity. Addresses server incidents.

2. Oversees the planning, installation, control and maintenance of critical business systems.

3. Provides customer service oversight to inquiries and requests for assistance with escalated user/system issues.

4. Acts as the software administrator for the business systems used in the environment. Maintains software, hardware and certificate renewals.

5. Documents changes to business systems, servers, and backup solution.

6. Contacts, communicates with, and manages appropriate consultants on open troubleshooting issues and ongoing work.

7. Manages the telecommunications systems including voice and data communication; intervenes on escalated issues. Researches, examines and reviews options for improvement and integration into appropriate systems.

8. Performs other duties as assigned.
Performance Measures:

1. Customer service level and communications are high across the organization. System issues are documented and handled timely and effectively; expectations for repair are communicated and shared in a timely manner.

2. Minimal system down-time and issues or delays with the performance of servers and systems; back-up completed daily.

3. Servers updates, patches and errors are applied and corrected consistently as needed.

4. Infrastructure changes are documented; related IT policies reviewed and up to date.

5. Research new technologies, report on them and consider ways to incorporate them at IFF, where appropriate, to improve productivity deficiencies.

6. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.

7. Models personal accountability that promotes ownership and engagement.

8. Builds and maintains effective working relationships with colleagues, peers and team members.

9. Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.

10. High level of satisfaction with both internal colleagues and external contacts.
Position Qualifications:

Education: Four-year degree in Computer Science or Information Technology preferred. An AA degree or equivalent plus three years additional relevant experience may substitute for a four-year degree. Professional certifications in any of the following: A+ or Network+ MCP, MCSA, MCSE, and CCNA preferred.


Special Knowledge & Skills:

1. This individual should have a high level of organizational and detail skills, must have great oral and written communication skills interacting with all levels of staff and the ability to balance multiple tasks and respond quickly to developments.

2. Experience should include, but not limited to Microsoft Windows Server 2012/2016, Symantec, TCP/IP, Active Directory, IIS, VEEAM Backup and Replication Solution, VMWare, Citrix XenApp, and front-end experience supporting Polycom IP telephone systems, helpful.

3. Excellent documentation skills.

4. Ability to manage multiple, diverse tasks and prioritize among them. Ability to thrive in a fast-paced environment.

Unusual Requirements: Occasional evening and weekend work required. Moderate amount of lifting of server and networking equipment. Some travel to regional offices may be required.

Application Instructions: Please submit a cover letter, resume and salary requirements to careers@iff.org with “Junior Systems Administrator” in the subject line.
IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.