

Illinois

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Chicago, IL 60604
312 629 0060

Indiana

One Indiana Square
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Suite 2375
Indianapolis, IN 46204
317 860 6900

Michigan

3011 West Grand Blvd.
Suite 1715
Detroit, MI 48202
313 309 7825

Missouri

911 Washington Ave.
Suite 203
St. Louis, MO 63101
314 588 8840

3105 Gillham Road
Suite 200
Kansas City, MO 64109
816 335 4200

Ohio

500 South Front St.
Suite 125
Columbus, OH 43215
614 484 1811

Wisconsin

215 North Water St.
Suite 225
Milwaukee, WI 53202
414 563 1100

**IFF
Position Description**

Title:	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.



Strengthening
nonprofits and
the communities
they serve.

Sharing a mission of change

Basic Job Function

The 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. Designs, setups and configures networking equipment.
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. Maintains multi-site network operations.
9. Troubleshoots malfunctions of network hardware and telecommunications to resolve operational issues and restore service.
10. Performs other duties as assigned.

Performance Measures:

1. Customer service level and communications are high across the organization.
2. System issues are documented and handled timely and effectively; expectations for repair are communicated and shared in a timely manner.
3. Issues with systems and networking equipment addressed and resolved with little to no downtime in environment.
4. Servers updates, patches and errors are applied and corrected consistently as needed.
5. Infrastructure changes are documented; related IT policies reviewed and up to date.
6. Research new technologies, report on them and consider ways to incorporate them at IFF, where appropriate, to improve productivity deficiencies.
7. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
8. Models personal accountability that promotes ownership and engagement.
9. Builds and maintains effective working relationships with colleagues, peers and team members.
10. 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.

Previous Experience: Experience and knowledge of: Windows and Mac operating systems, Windows Active Directory, Network troubleshooting and TCP/IP, VOIP telephony, IT security best practices, Videoconferencing experience.

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 "Systems Administrator" in the subject line.