

SOUTHERN ARIZONA AIDS FOUNDATION

Junior SYSTEMS ADMINISTRATOR JOB DESCRIPTION

Scope of Work: The Jr Systems Administrator will provide support to the Systems Administrator in serving front end-users and implementing agency wide updates and improvements. The Jr Systems Administrator is responsible for handling tickets, answering queries, troubleshooting user issues, performing research, and assisting with network related problems in a timely and professional manner. The Jr Systems Administrator is responsible for managing, securing, replenishing, and properly disposing of IT inventory and supplies. This is a full-time, forty (40) hours per week, non-exempt position.

Functional Responsibilities:

- Responsible for management of the IT ticketing system
- Troubleshoots and diagnoses network, server, software, and computer related problems
- Evaluates, recommends, configures, tests, and installs desktops/laptops, peripherals, and related hardware/software
- Updates IT procedures and “How to” documents and trains users with efficient and proper usage of software/hardware
- Responsible for maintaining IT office in an organized fashion, ensures supplies and equipment are properly and securely stored, and places orders as needed to replenish supplies
- Maintains accurate and up to date inventory systems by adding and removing all hardware/software/etc. Coordinates secure disposal of equipment when needed.
- Responsible for adding, removing, and updating user account information, resetting passwords, etc.
- Provide information to staff for IT related office supply requests.
- Processes checks requests for IT related supplies and bills.
- Responsible for safely moving IT equipment and ensuring cords are organized; works with Operations Associate to coordinate moving IT equipment during office moves.
- Assists Systems Administrator with documenting configurations and settings of network equipment.
- Research, analyze, evaluate, and recommend potential updates in technologies, policies, and procedures.
- Recommends changes and makes updates to group policy.
- Maintains staff asset agreements.
- Monitors network backups and storage.
- Provides support to local offices and travels to satellite offices when needed.
- Installs, maintains, modifies, and repairs ethernet cable infrastructure.
- Performs other duties as assigned.
- Reports to the Systems Administrator.

Minimum Qualifications:

- 3 years of experience working with computer systems and applications in an office environment.
- Knowledge of Windows server environment (AD/DS, DHCP, DNS, Group policy, File shares, printing).

- Knowledge of Microsoft Office 365, Exchange, Azure, Teams, and SharePoint.
- Understanding of basic wired/wireless TCP/IP networking and connections.
- Understanding of and honor of concept of confidentiality.
- Demonstration of initiative, resourcefulness, and ability to work independently.
- Ability to lift, move, and install all IT equipment, including but not limited to, lifting a minimum of 20 pounds, climbing a ladder, crawling under and behind office furniture, relocating equipment up and down stairs, and demonstrate efficient cable management.
- Ability to work effectively with a wide variety of individuals including staff members, volunteers, board members, and vendors.
- Must have a reliable vehicle, a valid AZ Driver's License and a driving record that will be supported by our liability insurance provider.
- Good interpersonal skills; sensitivity to cultural and personal diversity.
- Proof of COVID-19 vaccination, with the possibility of applicable and approved exemption accommodation request.

Preferred Qualifications:

- Associate degree in Computer Science or related field.
- Technical certification(s) in the field of technology (MCSA, Comptia A+, etc.)
- Experience working in a non-profit organization.

Compensation: Starting range \$17.16 to \$21.03, DOE; benefits include health, dental, and life insurance; long- and short-term disability insurance.

To Apply: Submit letter of interest, and resume with dates of employment, to the Director of People and Culture, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, visit www.saaf.org or e-mail to hr@saaf.org.

Affirmative Action: The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who use (or used to use) drugs, current or former sex workers, people of color, women, members of the LGBTQIA communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.