

JOB TITLE: IT Administrator
CLASS: Bargaining Unit
CATEGORY: Regular
STATUS: Hourly Wage Starting \$22.70, Non-Exempt
BENEFITS: Eligible
REPORTS TO: Executive Director
LAST UPDATED: July 16th, 2018



JOB SUMMARY:

This position is primarily responsible for administering and maintaining Free Geek's technical infrastructure and internal database application (FGdb). The IT Administrator ensures that all IT systems are functioning properly to support the work of staff and volunteers. This position is represented by a union, and union membership is mandatory for new hires.

DETAILED RESPONSIBILITIES:

- Administer servers, computers, printers, routers, switches, firewalls, phones, software deployment, security updates, patches, and configuration changes.
- Ensuring that the network and FGdb (Free Geek's primary internal database) infrastructure is up and running.
- Monitor and analyze system logs and identify and isolate potential issues with systems.
- Troubleshoot problems reporters by users.
- Maintain all support tickets submitted through RT, Free Geek's management system.
- Maintain network and system security.
- Introduce and integrate new technologies into work environment as directed.
- Document and maintain configurations for all IT systems.
- Monitor and provide reports on performance metrics as directed by supervisor.
- Communicate with other Free Geek staff and volunteers about the needs of all areas, including on-site, face-to-face communication.
- Attend job-related meetings, participating in a way appropriate to the standards of the group.
- Configure and deploy computers for staff.
- Add, remove, or update user account information as needed for staff (Google apps, RT, telephone system, alarm access, time clock, and other systems as needed)
- Work with supervisor and other staff as needed to prioritize features and bug fixes related to FGdb and other software projects and work on these tasks based on established priorities.
- Serve as a liaison with outside contractors as needed on projects.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Passion for the work and mission of Free Geek.
- Associates degree in Computer Science or related field.

- Two years of work experience in IT system design, programming, and/or user and system support.
- Proficiency with using standard free and open source software development tools.
- Proven track record of providing a high level of customer service and training to users of various backgrounds and skill levels.
- Ability to plan, organize, and document complex IT systems.
- Ability to communicate technical information both verbally and in writing.
- General understanding of systems design and selection, computer programming, Ruby on Rails, and standard programming practices.
- Availability to respond to emergency situations effectively during and outside of regular hours of operations.
- Knowledge of Git and/or using distributed version control systems, or a demonstrated ability to quickly become proficient in these skills.
- Demonstrated ability to learn the general overview of the code base and system infrastructure already in use.
- Ability to maintain a calm, positive and professional attitude at all times in a sometimes chaotic environment.
- Ability to consistently follow policies and procedures.
- Strong organizational skills and attention to detail.
- Excellent verbal and written communication skills.
- Good inter and intrapersonal skills.
- Demonstrable self-motivation and personal initiative.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Commitment to continuous learning and training opportunities that support job responsibilities.
- Ability to continuously stand or walk.
- Ability to bend, squat, climb stairs and lift frequently
- Ability to lift up to 50 pounds occasionally.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.