



## MINISTRY DESCRIPTION

**Title:** IT Systems Administrator  
**Department:** Information Technology  
**Reports to:** Information Technology Director

**Schedule:** Regular, full-time  
**FLSA:** Exempt

### Ministry Function:

The IT Systems Administrator supports the ministry of Convoy of Hope (COH) by supporting the technology needs of the organization. This primarily includes supporting Windows Server environments, VMWare, Cisco Unified Communications, MDM, Apple VPP, Cisco and Meraki network configurations, server backup configurations, network, server, and services security.

### Essential Duties & Responsibilities:

1. System Administration - Cloud and On-Premise Server Administration, Active Directory, DNS, DHCP (IPv4 and IPv6), VLANs, Group Policy Management, Print Management, SQL Administration, File Server and Permission Administration, network components, Unified Communications, user account setup, software deployments, and Anti-Virus/Malware security systems, network security.
2. End-User Support - Provide tier 2 support for help desk on a variety of I.T. requests related to hardware, software, networks, and servers. Maintain the day-to-day operation of office equipment such as VoIP phones, printers, and conference rooms. Provision new hardware, maintain accurate inventory, install software and updates as needed. Be equally effective supporting Windows, macOS, and iOS operating systems. Provide an exceptional level of customer service.
3. Strong customer service skills, interpersonal communication skills, attention to detail, and ability to multi-task with speed, accuracy, and efficiency. Confident and outgoing, with a strong emphasis on customer satisfaction.
4. Systems Analysis - Provide service for business projects as-needed. Be security-focused, identify and implement technology solutions to streamline the efficiencies and capabilities of the IT Department to enhance the productivity and security of the organization.
5. Regularly obtain new technical knowledge for the benefit of the organization through cross training with existing staff, on-line training, and attending applicable conferences.
6. Provide after-hours support as-needed.
7. Other duties as assigned.

### Required Knowledge, Skills & Abilities:

1. Bachelor's degree in an I.T. related field preferred, high school diploma or equivalent required.
2. 3+ years' experience working in an end-user technical support role required.
3. ACMT, MCSE, Server+, Security+, CEH, CISSP, or VCP6-DCV certifications desired.
4. Advanced knowledge of Windows Server and macOS operating systems required.
5. Experience supporting a wide range of technologies, including desktops and laptops, printers and peripherals, and mobile devices.
6. Experience supporting business applications such as Google Apps, Salesforce, Office 365, and Zoom.
7. Expert knowledge of Windows Server, VMware, Meraki Networking, Munki, MDM, Apple VPP, and Cisco VoIP telecommunications is desired.

8. Experience with IT Security, Code42, and Okta preferred.
9. Ability to analyze business problems and effectively apply technology solutions to solve them.
10. Excellent communication skills, both verbally and in writing.
11. Travel between COH's two Springfield, Missouri, locations may be required.
12. Ability to lift up to 50 pounds.
13. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
14. Ability to positively represent the ministry of COH, including its mission statement and core values, to all outside constituencies.
15. As a Christian organization, COH believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

**Supervisory Responsibilities:** None at this time.

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