

JOB TITLE: IT ADMINISTRATOR

Matthew 25: Ministries is seeking a full time IT Administrator to assist in the day to day IT operations, trouble shooting, and problem solving in our IT department. This role will directly support our IT Director.

SCHEDULE

Full Time, Monday – Friday with occasional non-business hours

PAY

\$36,000 / year salary + benefits

JOB DUTIES WILL INCLUDE BUT ARE NOT LIMITED TO:

- Working directly with end users on day-to-day issues, including new user setup, setting up personal phones for Wi-fi, email and Slack, answering basic software usage questions, password resets. Assisting the IT Director with infrastructure server tasks.
- Assist with maintaining SPAM services, including adding addresses to blacklists, helping users understand how to recognize spam and malware risks.
- Monitoring security issues such as virus notifications, firewall notifications.
- Assist in enforcing IT usage policies, and respectfully advising users against risky behavior, such as re-using passwords on multiple sites, placing passwords on post-it notes, downloading unapproved software.
- Assist in maintaining VoIP phone system. May include installing new phones, working with CBTS on changes (like auto-attendant messages).
- Developing and maintaining documentation.
- Involvement in ongoing projects such as upgrading server systems, or helping to manage custom software development projects (working with vendors).
- Research, suggest, implement and maintain a help desk ticketing system.

JOB SKILLS, REQUIRED AND PREFERRED

- At least 2 years of experience administering Windows server systems (Windows Server 2008 and above) in an Active Directory environment.
- At least 2 years of experience administering Windows desktop systems (Windows 7 and 10) in an Active Directory environment.
- Working knowledge of TCP/IP, including understanding of routing and subnets.
- Working knowledge of Microsoft DHCP, DNS, Group Policies, ADUC, Exchange. Basic SQL Server knowledge helpful.
- Working knowledge of installing, maintaining and troubleshooting network printers.
- Basic Microsoft Office programs knowledge, any version (especially installing and basic usage skills).
- Basic network troubleshooting skills.
- Experience with a help desk ticketing system.
- Experience with an enterprise-class Wi-fi network.
- Working knowledge of Microsoft Remote Desktop Server environment.
- Working knowledge of any thin client environment, Linux or Windows based.
- Experience with various business cloud applications such as Slack, Monday.com, and Zoom.
- Basic Experience with Linux.
- Basic experience with a network monitoring application such as Zabbix, Nagios, etc.

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JOB SKILLS, REQUIRED AND PREFERRED CONTINUED

- Strong communication skills, dedicated work ethic, and positive attitude.
 - Friendly, respectful demeanor when advising users, regardless of their knowledge and skill level.
 - Willing to occasionally work during non-business hours, such as server maintenance that needs to be done when users are not on the network. This will be pre-scheduled except in rare emergency situations. May include weekday evenings, Saturday or Sunday hours. May also require non-traditional hours during times of disasters or special events.
 - Willing to learn and comply with the IT Director's way of managing the network, but also willing to offer suggestions on improvements.
 - Proven ability to respect privacy and confidentiality given an administrative level of network access.
- References will be required.