

MountainHeart Job Description

Job Title: IT Systems Administrator
Department: Information Technology
Reports To: Program Director
FLSA Status: Exempt
OSHA Category: Category 3

Summary: The IT Systems Administrator will work as a team with users to troubleshoot problems with computing hardware and related electronic devices and systems.

Essential Duties and Responsibilities:

- Configure, test, update, and repair computing and other office equipment.
- Performs regular preventive maintenance and diagnostic tests on computer systems.
- Maintains computer and backup systems.
- Maintains Fiscal server and workstations.
- Remains current on advances in technology and seeks out current educational opportunities to enhance job skills.
- Adhere to an internal timeline for receiving and setting up new equipment.
- Adhere to an internal timeline for disposing, reassigning, or selling older non-state equipment.
- Uphold and maintain security processes through local, state and federal regulations.
- Utilizes team approach with HR division with changes in personnel.
- Provides technical support to users.
- Provide instruction and training, as needed, relating to user maintenance and operation of various computer hardware and software.
- Assist with developing a secured comprehensive list of all IT log ins and system passwords as well as process of accessing programs that will be sent to the CEO and Immediate Supervisor.
- Maintain program inventory and submit inventory reports, as required.
- Maintain the agency-wide Help Desk for the purpose of assigning and tracking technical issues & projects, issue resolutions, as well as maintaining a databases of employee information and device inventory.
- Provide assistance in creation of all forms of media.
- Maintain all employee network and user accounts.
- Determine, suggest, and plan layout for computers and peripheral equipment, including necessary changes to existing equipment and systems required to ensure efficient operation and effective use of allotted space.
- Maintain website, staff website and social media accounts.
- ~~Determines power supply requirements and configurations.~~
- Assists users with software, hardware, connectivity, and related issues; provides training on new or modified equipment.
- Ensures system operates in line with specifications by monitoring equipment functions.
- Act as liaison for the WV Office of Technology providing support as equipment coordinator for state network connected equipment and employees.

December 6, 2021

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

- All travel must be pre-approved by Immediate Supervisor.
- Maintain confidentiality at all times.
- Performs other related duties as assigned.

Supervisory Responsibilities

This position has no supervisory duties.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Proficient in Microsoft Office Professional, excellent communication skills, and familiar with office equipment. Knowledge of virtual environment and operating systems such as windows XP, VISTA, 7/8, Windows server, Linux and Mac OS. Must have good recall memory, organizational, listening skills with the ability to work independently and be self motivated.

Education and/or Experience:

Bachelor's Degree preferred with at least 3 years' experience, license or certification in IT. Preference may be given to degreed individuals and/or management experience.

APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges.

Language Skills:

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 50 pounds. Extensive travel and overnight stays required.

December 6, 2021

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

Work Environment:

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

Employee Signature

Date