GENERAL DESCRIPTION:
The System Administrator will support the company’s technology initiatives by maintaining the desktop and SaaS platforms, networking devices, software applications and communication systems. They will serve as liaison between external software platforms and internal users, ensuring employees can effectively and efficiently utilize the latest tools and technologies available.

The person in this position must be able to adapt to changes, multitask, and provide customer service to internal end users. This person must show expertise in current technologies, cloud-based applications, collaboration tools and information sharing applications. The System Administrator seeks to ensure that the uptime, performance, resources and security of the systems they manage meet the needs of the users and the Habitat for Humanity of Metro Denver network. To meet these needs, a System Administrator may configure systems; provide routine automation; maintain security policies; troubleshoot; train staff; work with other staff to help determine and implement requirements-driven solutions.

CORE RESPONSIBILITIES:
• Operate, maintain, document and administer Microsoft Office 365, Microsoft InTune and Azure Active Directory, Encompass, Acumatica, VMware, Veeam, and POS and eCommerce systems.
• Configure, test, document, install and troubleshoot network equipment including routers, firewalls, VPNs, and Ethernet switches.
• Manage, engineer, test, document, install and support Microsoft Windows desktop hardware and software, both on premise and in the cloud.
• Support basic IT requirements through installation, troubleshooting, account maintenance, and training for IT network hardware and software as well as cell phone, printer/copier/scanners.
  o Provide positive customer service to end users by actively troubleshooting, training, and supporting day to day needs.
• Perform additional duties as assigned.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

KNOWLEDGE & SKILLS:
• Demonstrated ability to be a team player and willingness to lend a hand with any project
• Strong communications skills to interact with all levels of the organization
• Ability to represent oneself and the organization to vendors, partners and volunteers in a professional and respectful manner
• Ability to work under pressure and meet deadlines
• Ability to organize, prioritize and budget time to meet commitments
EDUCATION, EXPERIENCE, LICENCE & CERTIFICATION:
Minimum
- BA or BS Degree in Computer Science or related field, or equivalent experience (year for year)
- Excellent communication and interpersonal skills
- Excellent customer service skills
- Proficiency in Microsoft products and operating systems
- Training or experience in IT operations and/or IT Support
- Training or experience in one or more of the following areas:
  - Microsoft Windows desktop; Microsoft Windows Server with Active Directory; Microsoft Azure Active Directory; switched Ethernet topologies; Network technologies such as firewalls and VPNs; network routing and TCP/IP

Preferred
- 3+ years of demonstrated experience providing technology and application systems support
- Excellent communication and interpersonal skills
- MCSA/MCSE or other technology certifications
- Training or experience in one or more of the following applications:
  - Acumatica, Encompass, Raiser’s Edge, Shopify, Microsoft InTune
- Training or experience in one or more of the following areas:
  - Microsoft Windows Server with Active Directory, Microsoft Azure Active Directory, switched ethernet topologies; Network technologies such as firewalls and VPNs; network routing and TCP/IP

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:
This position will require sitting at a desk for most of the day and the ability to type. Most of time is spent in standard office, in shared workspace. This position requires that the individual be on the telephone and at a computer for extended periods of time. Must be able to lift up to 50 pounds from time to time.

This position will provide to support to administrative offices, retail stores and production warehouse. Ability to travel to travel to different work sites to provide on-site systems and technology support is required. Valid driver’s license and ability to be insured under the organization’s insurance policy is a prerequisite

WORK ENVIRONMENT AND CONDITIONS:
This position is mostly indoors at the Habitat office. For this position, a portion of the job responsibilities may be accomplished remotely. Evening and weekend work may be required.

Starting salary range for this position is: $63,363 - $73,371. Compensation will be commensurate based on applicable education and experience.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.

Habitat for Humanity of Metro Denver is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.