



Southern Arizona's Premier Social Service Agency

Old Pueblo Community Services is an EOE/M/F/VET/DISABILITY Employer

Junior Systems Administrator and Project Coordinator

Monday – Friday

We are seeking a service-oriented and self-motivated professional to join our IT Department. In this role, you will work alongside the IT Support Team and directly under the IT Manager. You will be tasked with solving complex technical issues as a Junior Systems Administrator with a solid toolbox of skills: Server Administration– maintaining, managing, and migrating servers along with Network Administration– troubleshooting, networking concepts, and deploying new networks. You will also work in Hybrid and General Operations: Microsoft 365 and maintaining security.

The role does most of this by coordinating projects: charting out roadmaps, mitigation strategies and risk assessments, working equally both independent and partnering with the IT Manager, some team related project work as needed. Staff collaboration across the agency to assess needs and prioritize areas of improvement and to offer end-user education.

Employee Benefits

Competitive Salary, Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid Life Insurance, Employer Paid Training, 160 Hours Paid Time Off (PTO) Per Year.

Selected by the Tucson Metro Chamber of Commerce as the best non-profit for Workforce Development in 2019, and Outstanding Non-profit in 2014.

Duties and Responsibilities:

1. Report directly to the IT Manager when required as defined by quarterly objectives to work on projects.
2. Work independently while relaying progress of ongoing and upcoming, and projects.
3. Stay up to date with current and upcoming trends related to Information Technology to provide suggestions – following change management guidelines – as needed.
4. Create documentation including SOPs, end-user trainings, baselines and topologies, rack diagrams, and reports.
5. Routinely audit the agency's infrastructure to maintain and improve on-prem systems, cloud applications, and services that are essential for a healthy hybrid environment.
6. Act as the subject matter expert with Microsoft 365 and other sister admin sites: Purview/Compliance center, Exchange center, Security center, and SharePoint, capable of performing most of their functions.
7. Occasional utilization of PowerShell scripting skills, API configuration, and others.
8. Use virtualization technologies to manage, administrate, and manage the organization's resources as they relate to the organization's on-prem resources.
9. Provide technical guidance to employees, colleagues and/or customers if requested by the IT Manager.
10. And other duties as assigned.

Qualifications:

High School Diploma required. Associate degree (Preferred). 1-2+ years of responsible technical, networking, and server administrator experience or practice. (Preferred) Have upper-intermediate experience with Veeam and Hyper-V. (Preferred) Have some experience with automation and scripting.

Job Status
Full Time-Exempt

Pay Rate
\$46,634 - \$62,566

Pay Comments
Salary based on experience.

We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.

Mail Resume/Application to:

Ms. Jeanie Pike
HR Director
Old Pueblo Community
Services
4501 E. 5th St.
Tucson, AZ 85711

Email Resume/Application to:
hr@helptucson.org



Employment References, drug screen and background check is conducted pre-employment.

(Preferred) Hardware and skill to rack and build servers from scratch and creating diagrams. (Preferred) Knowledge of Azure services: including Azure Files, Azure Active Directory, Intune & Endpoint Management, and others. (Preferred) Must have knowledge of Windows Server Roles & Services: including Active Directory, Group Policy Management, File and Storage Services, DNS & DHCP, Windows Deployment Services, and more. Must have administrator-level experience and knowledge in Microsoft 365, Active Directory (AD), Azure AD, Microsoft Exchange, SharePoint, Object Inheritance, and NTFS permissions. Must demonstrate a strong knowledge of Windows Server OS server architecture, roles, maintenance, and administration. This includes **2012 through 2019 required with 2022 a plus**. Must demonstrate at minimum of mid to upper-intermediate understanding, of networking concepts and extensive experience in the application of networking concepts. Must have administrator-level experience with computer Windows imaging and deployment of hardware while managing Inventory and ACL's. Must demonstrate a willingness to solve complicated problems and see projects through to completion. Must demonstrate advanced knowledge of computers, networks, and remote troubleshooting techniques and systems. Strong understanding of network concepts including VLAN setup, remote and site-to-site VPN configurations, SDWAN, and other technologies needed to maintain consistent uptime, standard security protocols, enforce and maintain network policies and practices and this must be showcased on network equipment they correspond to. Must demonstrate a willingness to take responsibility, follow instructions, and adhere to outlined procedures, meeting deadlines demonstrating the ability to multitask and prioritize tasks effectively. Must have a passion for IT and willingness to always grow. Critical-thinking out-of-the-box thinking. Accepting shadowing and training opportunities as they come. Proficient with user and team communication and/or collaboration both verbally and in writing. Must have the ability to lift 25lbs. Bilingual, Bicultural and/or Veteran a plus. Must demonstrate the ability and willingness to work flexible schedules and be on-call. Must have a personal vehicle for use on agency business, with proof of insurance. Certification are preferred but not required.

Must take a technical aptitude test during interview. Tests technical knowledge and response to tickets.