OPCS

IT Generalist

We are seeking a service-oriented and self-motivated professional to join our IT Department. In this role, you will work on maintaining and monitoring our Windows clients, servers, Microsoft365, SharePoint, Cyber Security Sophos software, Horizon3.ai Pen testing, VMware 8 Essentials(VSphere, VCenter, VCSA Administration), networking (Unifi, SonicWall, EnGenius), SmartDeploy imaging software, Veeam Backups, Go To Connect VOIP and Verizon MDM phones. You will oversee and manage our network's performance, security, reliability, and accessibility. You will be tasked with solving complex technical issues and collaborating with team members across all departments to assist them with their technical requirements. Functions include but not limited to diagnosing and resolving problems in response to customer reported incidents; ensuring proper network and server operations and security; planning and analysis of work processes; researching and reporting trends and patterns of problems; developing training materials and performing information system training sessions; installing, troubleshooting, and maintaining hardware and software; performing backup and recovery operations; consulting with users to identify needs and requirements; conducting feasibility studies and trade-off analyses; ensuring the rigorous application of information security/information assurance policies, principles, and practices.

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. Member of the IT Support Team and complete support functions.
2. Create documentation for the IT Support Team.
3. Work on SharePoint development and workflow, form, and process automation projects.
4. Monitor and manage the network performance, security reliability, and accessibility; develop, enforce and maintain network policies and practices; monitor LAN, WLAN, VLANS, VPNs, and WAN bandwidth and performance.
5. Install and support LANs, WANs, network segments, Internet, Intranet, VPNs, and other systems.
6. Serve as point of escalation for network issues.
7. Manage the process for auditing servers, devices, and networks at multiple sites in Tucson.
8. Layer 2 & 3 switch administration.
9. Create and maintain Windows images using Smart Deploy imaging software.
10. Manage backup systems for Veeam Synology and Dell tape backups.
11. Manage IT projects.
12. Complete assigned operations to achieve goals within available resources; plan and organize workloads, train technology staff.
13. Plan and complete maintenance of the organization's network and servers.
14. Create and maintain processes for the IT Support Team and manage and support the organization's IT devices, such as clients, phone systems, and cell phones.
15. Maintain the integrity of the network, servers, clients, and security of those systems.
16. Maintain Cyber Security Sophos software.
17. Perform Cyber Security Pen testing Horrizon3.ai.
18. Set up and maintain VMware 8.0 Essentials (VCenter, VSphere, VCSA Administration).
19. Set up and maintain servers and Hyper-V environments.

Job Status
Full Time

Pay Rate
$50,876-$62,566-$74,235

Pay Comments
Salary based on experience.

In accordance with pay transparency, the salary reflected in this posting is the full salary range for this position. Individual placement within the range is based on the candidate's current experience, education, skills, and abilities related to the position. Salary placement is typically between the minimum and mid-point of the salary range.

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
2323 S. Park Ave.
Tucson, AZ 85713

Email Resume/Application to:
hr@helptucson.org

20   Set up and maintain security cameras and recording NVR.
21   Set up and maintain VOIP communications system Go To Connect.
22   Set up and maintain Verizon MDM and Apple Business Manager.
23   Provide technical guidance to employees, colleagues and/or customers.
24   Provide phone support to resolve technical issues.
25   Provide onsite support, such as walking colleagues through steps to help them resolve their technical problems.
26   And other duties as assigned.

Qualifications:

4+ years of increasingly responsible technical, networking, and server administrator experience. Bachelor's degree preferred. Strong understanding IP networking fundamentals and extensive experience in the application of IP protocols. Experience with VMware, Hyper-V, and Veeam. Experience with automation and scripting PowerShell. Hands-on experience with server and email administration. Expert network administration and leadership skills. Strong customer service skills. Experience with computer Windows imaging. Willingness to solve complicated problems and see projects through to completion. Knowledge of computers, networks, and remote troubleshooting techniques and systems. Skill in analyzing computer hardware and software problems. Excellent problem-solving and analytical skills. Skill in time management and in dealing with multiple priorities. Ability to effectively communicate verbally and in writing. Experience with process improvement in IT. Strong knowledge of server architecture and hardware. Proficient with Microsoft 365, Networking/Routers/Firewalls/Wireless Access Points, and Microsoft Windows Server 2012 R2, 2016, 2019, and 2022. Admin experience and knowledge in Microsoft365, Windows 11, Active Directory (AD), Azure AD, Microsoft Exchange, Exchange Online, SharePoint, and Windows file structure and permissions. Experience with UniFi, Sonic Wall, and EnGenius network equipment. Ability to lift 25 lbs. Bilingual, Bicultural and/or Veteran a plus. Ability and willingness to work flexible schedules and be on call. Personal vehicle for use on agency business, with proof of insurance. Certifications are preferred but not required.

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