

Our Mission: To Inspire Children, Empower Families and Build Stronger Communities

INFORMATION TECHNOLOGY – Systems Administrator

POSITION SUMMARY:

Kidango is looking for a Systems Administrator to join our team. In this role, you will be responsible for working collaboratively across each of our 52 (and growing!) locations. You will design, deploy, and support our agency's core tools and systems with an emphasis on owning administration of our SaaS ecosystem.

You will be a member of the Technology team which is flexible in support a growing, diverse team of educators, advocates, and community organizers. This role means to make a difference: you will maintain the backbone of a rapidly growing educational nonprofit agency. Having a mindset that focuses on cybersecurity is a must.

POSITION OVERVIEW:

- Employment Type: Full-Time
- Location: Fremont, Warm Springs Administrative Office
- Job Category: Technology
- Reports to: Director of Information Technology

PRIMARY RESPONSIBILITIES:

- Serve as the primary administrator of our SaaS environment. This includes but is not limited to our G-Suite and Jive hosted PBX tenancies. You will improve upon their existing architecture, integrated business processes, and security policies.
- Identify areas of improvement within our SaaS environment with the purpose of generating project SOWs and project plans.
- Act as the lead engineer for administrating our ticketing system's configurations.
- Work with Senior Engineering on infrastructure and other agency related projects as necessary.
- Serve as the first point of technical escalation for our Helpdesk.
- Publish and maintain user facing documentation; create and lead in-person employee trainings for IT systems and procedures.
- Assist in the administration and oversight of the federally funded E-Rate program.
- Maintain confidentiality of the organization; project, fiscal, personnel, and all sensitive agency related information.
- Work as a member of the agency by promoting its mission and philosophy.
- Provide excellent customer service to all staff, clients, and contacts of the agency.
- Advocate on behalf of all children, families, and staff of the agency.

REQUIRED SKILLS:

- Excellent written and verbal communication skills
- Experience working on a service desk and adhering to SLAs.
- Mobile Device Management deployment experience.
- Professional self-starter with the ability independently or collaboratively with others.
- A strong desire and ability to learn new technologies and solve complex business problems.
- The ability to travel to Kidango centers as needed.

TECHNICAL REQUIREMENTS:

- 3-5 years of experience supporting PCs
- 2-4 years of experience with Windows Server, specifically Active Directory, DHCP, and DNS
- 2+ years of experience administrating G Suite and Chrome OS devices.
- Intermediate level networking knowledge: TCP/IP, DHCP, DNS, NAT, firewall administration.
- Administrator level experience managing Cisco Meraki products (firewalls, switches, wireless access points) or enterprise-grade equivalent.
- Administrator level experience configuring and managing MDM and/or endpoint management systems like Microsoft Intune.
- Administrator level experience configuring and managing VOIP PBX systems, creating dial plans, voice recordings, and building phone trees.
- Functional user and/or administrator level experience working with ticketing systems such as AutoTask, Connectwise, or FreshService.
- Foundational level understanding of cybersecurity, SSO, MFA, identity, and access management.

PREFERRED EXPERIENCE IN:

- Non-profits
- Educational IT
- G-Suite and Chromebook administration
- Meraki or similar networking equivalent
- Datto Backup and Recovery or similar DR/BC equivalent
- Bettercloud and/or GPanel
- Jive PBX or similar hosted PBX equivalent
- HIPAA, FERPA, and/or FISMA compliance

FACILITY/TECHNOLOGY WIDE PHYSICAL DEMANDS:

Job duties will be performed in both an office environment as well as outside and the physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job

- The ability to perform heavy physical labor and lift or move maintenance equipment of various weights will be required
- The ability to lift 30lbs chest high will be required

COMPANY-WIDE REQUIREMENTS:

- Must pass a health screening and TB test
- Must pass background fingerprint clearance
- Valid Driver License
- Must be 18 years or older

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions**

Equal Opportunity Employer/Drug Free Workplace

HOW TO APPLY: To apply for this position please complete an application at
<https://www.kidango.org/Careers>

You may submit your resume along with an application. Please note that you are not considered an applicant until you have completed an application for employment.