



**POSITION DESCRIPTION**

**Title:** Systems Administrator (Information Technology)

**Title Code:**

**Classification:**

**Incumbent:**

**Position reports to:** Council Program Director

**Date of Employment** – January 2, 2018

**Description prepared by:** Andrew Joiner 10/24/2017

**Approved by:**

**Date:**

**Position effective:** January 2, 2018

**POSITION CONCEPT:**

**100% of the time**

Is responsible for the effectiveness of council technology. Provides leadership to council committees, and other support functions as assigned by the council program director.

**PRINCIPLE TECHNOLOGY RESPONSIBILITIES:**

**65% of time**

- Design, install, troubleshoot, and maintain all technology systems including servers, workstations, laptops, phone systems, networks, digital advertising screens, document archiving systems, in/out boards, vacations systems, board website tools, an online FOS system, and asset tracking/inventory.
- Deliver customer support to all staff and volunteers of the organization as the main Systems Administrator for all technical issues while making appropriate arrangements with the National office for add/change user requests and all National/local resources.
- Development and reconciliation of budgets associated with all assignments.
- Visionary of council technology in providing innovative ways to reduce cost and increase productivity at the main office and at the camps.
- Manage and maintain policies and procedures that apply to technology, technology communications, and PCI compliancy.
- Member of the internal communications committee and governance committee.
- Serve as a resource for questions regarding productivity software installed on clients' machines.

**PRINCIPLE VOLUNTEER MANAGEMENT RESPONSIBILITIES:**

**25% of time**

Staff advisor to the website, technology, and training committee while working with and maintaining a positive working relationship with the chairman and committee members.

**OTHER RELATED ACTIVITIES (Special Responsibilities):**

**10% of Time**

As assigned by management, including but not limited to support of the council e-newsletter, slideshows/support for executive board/trustee, and special council events.

**WORK RELATIONSHIPS, SUPERVISION, VOLUNTEER RELATIONS:**

**100% of Time**

Recognize the importance of a good working relationship with council employees, council board/trustee members, council committee members, and volunteers/customers.

**MATERIALS AND EQUIPMENT USED:**

**100% of Time**

Motor vehicle, computer, telephone, fax, copy machine, calculator, computer server and networking equipment, network tools/testers, hand tools (i.e. wrench, pliers, screwdriver, saw, drill, crimper, wire stripper), visual aids.

**PHYSICAL ACTIVITIES:**

**100% of Time**

Reaching, standing, stooping, pushing, pulling, walking, keyboarding, fingering, grasping, climbing, kneeling, crouching, feeling, talking, hearing.

**PHYSICAL EXERTION REQUIREMENTS:**

**100% of Time**

Mostly sedentary work with projects involving medium work.

(over)



**MENTAL DEMANDS:**

**100% of Time**

Reading, detail work, confidentiality, problem solving, language, training, math, reasoning, verbal communication, written communication, customer contact, multiple concurrent tasks, constant interruptions, stress, strategic planning.

**WORKING CONDITIONS:**

**95% of Time**

The worker is not substantially exposed to adverse environmental conditions.

**MINIMUM QUALIFICATIONS:**

Four-year College Degree or equivalent work experience

**MINIMUM TECHNICAL QUALIFICATIONS:**

Can easily navigate through Office Productivity Software (Microsoft Office 365) and quick learner for proprietary systems. SIP based VoIP, Server virtualization, server management (Windows 2016, and all updated versions), installing cable runs, hardware/software deployments, and help desk support.

**STRENGTHFINDERS™**

Deliberative  
Responsibility  
Focus  
Futuristic  
Activator