United Way of Southeast Louisiana

JOB DESCRIPTION

|  |  |
| --- | --- |
| Position Title: Systems Administrator | |
| Reports to: IT Manager | |
| Location: 2401 Canal Street, New Orleans, LA | Division: Finance |
| Classification: Exempt- Computer | Supervises: N/A |
| General Functions: Provide personal computer support to United Way staff, analyze and maintain application software systems and sub-systems, assist the IT Manager as necessary and provide the necessary reports as required by the various departments of United Way and assist the IT Manager in organizing the daily operations of the Information Systems (IT) department. | |

The statements below reflect the items considered necessary to describe the essential functions of the job identified, and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

**CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:**

* **Mission Focused** – top priority is to create real social change that leads to better lives and healthier communities.
* **Relationship Oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
* **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
* **Results-Driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
* **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

**ESSENTIAL FUNCTIONS**

1. Provide support to all United Way personal computer and mobile device users. The personal computer and laptop needs include limited hardware and full software support.
2. Setup and manage AV equipment as needed for meetings and presentations.
3. Assist the IT Manager in the documentation of new application software systems or subsystems.
4. Manage, maintain and provide support for local cabling infrastructure.
5. Assist the IT Manager with establishing a complete Network and Applications Map and documentation.
6. Analyze and maintain existing high level computer programs under the direct supervision of the IT Manager.
7. Participate in technical research and development to enable continuing innovation within the infrastructure.
8. Analyze and maintain application software systems and subsystems that are currently being used by United Way staff.
9. Assist the IT Manager in the documentation of new application software systems and sub-systems.
10. Understand and provide support for enterprise applications. (Andar, Office 365).
11. Provide operational support in producing financial and campaign reports as required by United Way staff.
12. Assure organizational protocols and procedures are followed related to all IT policies and procedures, including the campaign database.
13. Train staff to efficiently and accurately use current Campaign fundraising software (ANDAR).
14. Help design, execute and analyze online employee giving campaigns.
15. Deploy new hardware and software in a timely manner.
16. Assist in team based projects that involve staff from different departments.
17. Research new technologies that can increase productivity.
18. Ability to respond quickly and effectively to IT issues, including issues after normal business hours.
19. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
20. Other duties as assigned.

**JOB QUALIFICATIONS**

1. College degree in Computer Science or related field is preferred, and 2 years of experience.
2. Working Knowledge of TCP/IP networks. (Experience with Juniper switches is a plus).
3. Must demonstrate knowledge with Microsoft Server Operating Systems (Windows Server 2012 R2), SQL Server, and Microsoft Office 365. Knowledgeable in the operation of personal computers especially in the areas of Microsoft Windows Operating Systems (Windows 7) for the desktop, and Microsoft Office products (Office 2010-2016).
4. Knowledgeable in trouble-shooting and providing personal computer/printer hardware support.
5. Capable of administering and supporting users remotely.
6. Demonstrated ability to work with and through management to accomplish the organization's goals and objectives.
7. Knowledgeable in database management and relational database operations.
8. Unquestioned confidentiality with sensitive financial and personnel matters and issues.
9. Ability to work remotely, but also travel to offices in Southeast Louisiana as needed.
10. No outside business interests that might conflict with the goals and objectives of the organization without the explicit approval of the CEO.

Date Reviewed with Systems Administrator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed Systems Administrator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed IT Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rev.6/2023