



# Digital NEST

## System Administrator Job Description

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Digital NEST System Administrator

Compensation: \$47,840 - \$59,280 salary- determined by experience

Full-time: 40 hours per week

Benefits:

Healthcare

Paid time off/ Flex holidays

Organization size: 14 employees

Reports to: Assistant Program Director/Web & Information Technology Manager

Closing date: First round of interviews February 19- March 29; open until filled

### ORGANIZATION DESCRIPTION

Digital NEST Inc. ("the NEST") is a youth career development nonprofit serving primarily Latina/o young adults ages high school-24 in the agricultural communities of Watsonville and Salinas, CA. Open weekday afternoons, the NEST is focused on preparing its youth members for careers in digital media, web design, event coordination, and project management.. By preparing youth for careers in tech, the NEST helps improve the finances of families, increases economic opportunities in our community, supplies regional businesses with the tech-savvy employees they need, and helps diversify the 21st century tech workforce. In addition to career training, the NEST also provides youth with safe space, nutritious food, mentoring, access to technology for academic, creative and personal use.

### JOB OVERVIEW

The ideal candidate will be experienced in the management of desktop/laptop hardware and applications as well as a constellation of cloud based services, be open minded/able to create and manage positive change, a technical curiosity, self-motivation and a strong attention to detail. The System Administrator, will be responsible for a wide range of activities related to user computer support such as maintaining, analyzing, troubleshooting, and repairing hardware and software systems, server configuration and management, networking and cloud services.

Digital NEST is in the process of planning a roadmap of process migrations. Users will be required to learn to use a new set of online tools for their daily function. The ideal candidate will provide a friendly "calm in the storm" face that users feel comfortable reaching out to during this process.

The System Administrator is ultimately responsible for all the technical needs of the organization. As such, they will supervise the IT Helpdesk Specialist in their duties providing friendly "customer" service to members, maintaining the software and hardware inventories of the member laptops, and installing OS and software on computers as needed.

### PRIMARY RESPONSIBILITIES

#### Agency Technology Management

- Diagnose computer and cloud service problems in person or over the phone determining the source of the problem



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- Provide installation and configuration of endpoint management for staff and member (laptop) systems
- Troubleshoot network (wired and wireless) issues
- Prioritize requests for technical assistance.
- Provide support via face to face, phone, email and other methods
- Install OS, applications and software on computers, configuring as needed.
- Maintain software and hardware inventories.
- Provide server management
- Provide support for Malware and Antivirus detection, removal, and prevention.
- Assist users with use of online tools (Joomla and Wordpress based, Google Docs, and various other cloud based tools)
- Monitor systems and security
- Set up and handle backup procedures
- Set up, maintain and delete user accounts as required.
- Works with an outside tech support service provider to ensure all technology needs within the agency are met (if needed).

### Agency Technology Deployment and Training

- Assist management and users with consolidations and migrations of business functions to new IT tools.
- Plans the deployment of new tools and communicates timelines and training plans to staff.
- Trains staff on new tools used agency-wide.
- Under the close supervision of the Assistant Program Director/Web & Information Technology Manager, develops and documents new policies and procedures related to agency technology tools.

### Agency Help desk Management

- Provide customer friendly support to Digital NEST staff, members and guests.
- Supervises the IT Helpdesk Specialist and ensures that they have all the knowledge and tools to do their job.
- Provides guidance to the IT Helpdesk Specialist and trains them on new technology.

### Other

- Performs other duties and tasks assigned by the Assistant Program Director/Web & Information Technology Manager.

## REQUIRED SKILLS



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### Technical

- At least 2 years in a technical support role similar to this role.
- Must have extensive experience troubleshooting all Windows Desktop and OSX operating systems.
- Candidate must have extensive experience in client support environment, including remote troubleshooting of computers/computer systems.
- Candidate must have a strong knowledge of web browsers including troubleshooting and configuration each.
- Thorough understanding of the TCP/IP protocol.
- Ability to communicate effectively, both orally and in writing, with technical and non-technical staff
- Experience with Content Management Systems
- Experience with Project Management Systems and Client Relationship Management Systems

### Customer service

- Ability to triage problems on the spot, whether described by a customer or by a ticketing system
- Ability to clarify customer needs translating the user's knowledge and experience into technical language/understanding
- Ability to communicate needs to other members of the team
- Ability to maintain patience and a positive demeanor working with non-technically oriented customers.

### Management

- At least 9 months of experience in a supervisory role
- Excellent time management skills
- Ability to project manage: organizing and prioritizing tasks for self and staff across multiple responsibilities
- Experience using Project Management software
- Ability to be resourceful
- Solid problem-solving skills
- Can give constructive feedback to improve someone's professional and technical development
- Ability to comprehend simple business process a plus

### PREFERRED SKILLS

- Bilingual Spanish/English
- Experience working with and/or teaching youth
- Experience with Joomla and Perfex a plus
- Knowledgeable about a wide array of current software
- Experience with SQL server, Network Routing



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- Technical certifications:
  - A+
  - Network+
  - ITIL
  - MCP
  - CCENT
  - Security+
  - MCSA
  - Windows 7, 8, 10, or Servers

### TO APPLY

Please include a resume that specifies your qualifications for THIS position (we're not interested in just a chronological accounting of your job history regardless of relevance of positions to this job opening) and a cover letter. In your cover letter, please answer the following questions: 1) Can you describe a time where you had to deploy a new technology for a company? What did you learn from that experience? 2) Why do you want to be a System Administrator for the Digital NEST?