JOB ANNOUNCEMENT
(Please see end of document for application information)

POSITION:	Information Systems Administrator
DEPARTMENT:	Administration
REPORTS TO:	Network Administrator I
SALARY GRADE:	7 ($20.10 to $25.13 per hour*)
	*Candidate offers consider experience, qualifications and internal equity
FLSA STAUS:	Non-Exempt
SCHEDULE:	FT (40 hrs/wk; Monday through Friday)
LOCATION:	Cornwall Ave.
BENEFITS:	The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families.

JOB SUMMARY:
Provides technical assistance and support related to computer systems, hardware, or software in a mixed environment of Mac, PCs and mobile devices. Responds to technical support requests from staff, troubleshoots hardware and software issues, and aids in implementing IT solutions and support programs to help staff comply with funding source requirements. Also responsible for helping IT staff maintain internally and externally hosted services such as Microsoft Active Directory and Microsoft Office 365 hosted email.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:
A. Provides Technical Support
   1. Assists with the management, maintenance and support of agency network infrastructure, servers, desktop computers and mobile devices.
   2. Provides diagnostic services and support to resolve equipment and software problems, tracks and documents issues and their solutions for use by IS Department staff.
   3. Aids in installing workstations and other technology related equipment at various agency sites.
   4. Configuration of workstations and mobile devices following agency standards, also aids in defining and documenting standards for agency IT systems.
   5. Help desk support.
B. Record keeping and Research
   1. Develops and maintains records relating to technology and other required inventories.
   2. Stays current with technological advances and updates in the computing field.
C. May Assist with Computer Training/Communication/Documentation, including:
   1. Conducts new employee technology orientations for incoming staff.
   2. Trains staff in the use of computers and software; provides technical guidance and one-to-one and group training.
   3. Assists staff with problems or questions pertaining to computer production work.
   4. Creates training support documents.
D. Systems Development
   1. Provides staff with database support and aids in database development as needed.
   2. Develops and maintains preventive maintenance programs for center sites through site visits for general computer use and unique applications.
   3. Tests new and updated software.
   4. Administers and provides documentation regarding the installation of system and other software updates.

E.   Miscellaneous
    1.   Website maintenance.
    2.   Account management.
    3.   Security/password management.
    4.   Assists with setting up multimedia meeting rooms
    5.   Assists in deployment of employee key fobs and managing agency security systems.

OTHER RESPONSIBILITIES:
1. Performs other duties as assigned.

EDUCATION, EXPERIENCE, TRAINING REQUIREMENTS:
1. Minimum three years of related experience
2. Four-year degree preferred.
3. Experience maintaining Windows and Macintosh workstations in a network environment preferred.
4. Specialized training or equivalent experience working with a variety of operating systems, product software and mobile applications.
5. Experience providing customer service to people with varying degrees of comfort and competence using technology.
6. Experience working with databases and spreadsheets to collect data and produce relevant and timely reports.
7. Experience in information technology related activities such as installing and providing technical support for Macintosh and Windows-based workstations and/or supporting mostly iOS based mobile devices such as iPhones and iPads.

SPECIAL REQUIREMENTS:
Valid Washington State Driver's License at time of hire. A three-year driving abstract must be submitted prior to hire date.

SKILLS AND ABILITIES REQUIRED:
Competencies:
- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Active Listening: gives full attention to speakers, giving verbal and nonverbal cues to demonstrate interest and understanding
- Technology Savvy: Effective performers use technology to be successful in their organizational role. They value technology and understand the necessity of leveraging it to stay productive and competitive.
- Industry Knowledge: understands the general workings of nonprofits, within which the organization functions; monitors activities and trends within these arenas and maintains a current knowledge base
- Creativity: Effective performers generate original idea, encourage new ways of thinking, explore options, and develop innovative solutions. They challenge pre-existing conceptions and offer alternative.

Job Skills:
- Demonstrated ability to express oneself clearly verbally and in writing.
- Innovation skills; frequently assist in creating new or improved methods, procedures, or systems.

- Ability to interpret, discuss information and train others which may involve terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.
- Diagnostic, troubleshooting, and problem-solving skills.
- Ability to adapt interpersonal skills in response to individual styles, personalities and cultures.

Please use the following frequency guidelines to answer below:

N: Never (Not at all)   **S:** Seldom (1-10% of the time)
O: Occasional 11-33% of the time)   **F:** Frequent, C: Constant (67-100% of the time)

Physical Demands:

Topic:	Frequency	Description of Task
Sitting	F	Computer work at desktop and driving
Standing	F	Instruction, server maintenance
Walking	F	To/from work stations
Heights/Ladders/Stairs	S	Installation of equipment
Twisting at waist	O	Access to equipment, tools
Bending/Stooping	O	Access to equipment, tools
Squatting/Kneeling	O	Access to equipment, tools
Crawling	O	Access to equipment, tools
Reaching out	O	Access to equipment, tools
Talking/Hearing/Seeing	F	Staff support, communication
Working above the shoulders	O	Access to equipment
Handling/Grasping	F	Carrying equipment
Fine Finger Manipulation	F	Typing
Foot Controls	O	Driving
Driving	O	To meetings and remote work sites
Repetitive Motion	F	Data entry
Vibratory Tasks	N	
Lifting: # of pounds = up to 25	F	Moving computers, routers and misc. equipment.
Carrying: # of pounds = up to 25	F	Moving computers, routers and misc. equipment.
Lifting and Carrying: # of pounds = 50	S	Moving larger equipment. i.e. tower servers, large TVs.
Pushing/Pulling: # of pounds = 50	S	Moving or replacing larger equipment

Sensory Activities:

Topic	Frequency	Description of Task
Talking (in person/on phone)	F	To ask questions, access and correct IS issues.
Hearing (in person/on phone)	F	To listen, access and correct IS issues.
Vision (for close work)	F	To diagnose and correct IS issues.

Machinery, Tools, Equipment and
Personal Protective Equipment Used (if applicable):

Equipment	Frequency	Description of Task
Desk computer, keyboard, and Laptop	F	
Tech repair tools	F	

WORKING CONDITIONS:
Work is generally performed in a fast-paced office environment and/or classroom setting with frequent interruptions and occasional crisis situations. Requires off site locations travel to classroom sites, meetings, special workshops and trainings, and other job-related activities.

TO APPLY:
Application and application instructions may be found at: www.oppco.org
Paper copies of the applications may be picked up at:
Opportunity Council
1419 Cornwall Ave.
Bellingham, WA 98225

Applications must be received no later than **4:00 pm, Wednesday, March 20, 2019**.

A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE