

Information Technology Systems Administrator Job Description

Description/Purpose

The IT Systems Administrator serves the entire staff of the Crisis Pregnancy Center of Tidewater (CPC), maintaining IT systems for four departments to help fulfill CPC's mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. This individual will work with all four Vice Presidents, medical clinic and administrative staffs, contractors, and vendors to manage assigned IT systems, perform helpdesk duties, and assist with IT department tasks, projects, and incident response. They will report to the IT Director.

Responsibilities

The successful candidate will:

- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and clients
- Reinforce the humanity of the unborn child with patients, their guests, staff, and others
- Be able to share the gospel with patients and supporters and pray with them as appropriate
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication
- Provide technical support to organizational staff and troubleshoot day to day computer problems and basic operation of VOIP systems
- Communicate established IT policy to end users in a gracious, understandable, and effective manner
- Test, troubleshoot, and adjust information systems to operate effectively
- Plan, organize, control, evaluate, and execute IT and electronic data operations as assigned
- Maintain device and configuration documentation
- Participate in and improve system monitoring and response
- Ethically handle private data, including healthcare data
- Provide recommendations to enhance current processes, set up, access controls, and security as they benefit the organization
- Install and perform routine updates and maintenance with software and hardware
- Set up new or replacement computers
- Oversee daily operations and maintenance of network and server infrastructure in collaboration with contractors and IT Director
- Maintain printer security and availability in collaboration with administrative support staff
- Plan, automate, and test backups of assigned systems
- Manage Office 365 users and services as assigned
- Manage organization-owned tablet and smart-phone devices
- Assist the Facilities Manager with tasks or projects that relate to IT operations and infrastructure
- Work with third party contractors and vendors, overseeing them as assigned duties require
- Perform other duties as assigned, dependent on organizational needs and employee skills

Qualifications

Spiritual/Personal

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel
- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Mission, Statement of Principle, and Statement of Faith
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion
- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible
- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Embrace CPC's values and the behaviors that support those values

Professional

The successful candidate will:

- Exhibit strong writing and oral communication skills
- Demonstrate the ability to manage multiple projects, priorities, and deadlines simultaneously
- Demonstrate deep experience with client operating systems (Windows)
- Demonstrate experience administering Windows Server
- Demonstrate experience administering Active Directory Domain Services
- Demonstrate experience with and proclivity toward scripting and automation is a plus (PowerShell, etc.)
- Demonstrate knowledge of hardware
- Demonstrate knowledge of networks
- Demonstrate ability to work with non-technical stakeholders to ascertain system requirements, with direction from manager
- Demonstrate strategic thinking in developing solutions to complex issues
- Desire to be proactive and create a positive experience for others
- Excel and be flexible in a fast-paced, changing, and challenging environment
- Be proficient in Microsoft Office products

Education/Experience

The successful candidate will:

- BS/BA in Information Technology, Computer Science, or equivalent experience
- Have minimum one year experience in related work
- A+ Certification is preferred
- Docker experience is a plus

Schedule

The IT System Administrator is a Regular position. CPC is considering both Full Time and Part Time options. On occasion, the Systems Administrator may be approved for remote work, but most work will be conducted on-site at one of our six locations. The Systems Administrator will be expected to be available on nights or weekends for

- Rotating on-call helpdesk duties during clinic hours
- IT system changes
- Critical IT incident response

Compensation and Review

Compensation consists of a competitive salary dependent on the qualifications and experience of the successful candidate. Benefits may include:

- Health insurance
- Dental insurance
- Various Aflac plans
- Paid time off (holiday, vacation, and sick leave)
- 403(b) retirement plan

On a semiannual basis, the Systems Administrator may be given a formal performance review by the IT Director.

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