

Operation ABLE of Greater Boston, Inc.

CAREER OPPORTUNITY



TITLE: Junior Systems Administrator, Part Time

REPORTS TO: IT Systems Engineer

SUMMARY: The Jr. Systems Administrator position is a hands-on position responsible for helping install, configure, and maintain all information systems equipment including all phone systems, hardware, software, and networking devices in the data center and throughout the organization. Must be able to provide end-user support and interact with a broad range of end users including executives and vendors.

ESSENTIAL JOB FUNCTIONS:

- Responsible for all desktop, laptop, AV, and end-user issues.
- Provide general PC / networking, printing, support, and general application support to a distributed user base.
- Determine best course of action and solution based on issue severity.
- Provide in-depth technical assistance, customer service and training to end users; follow-up with end users to ensure a high level of success and customer satisfaction as per status and information given.
- Identify and suggest possible opportunities and improvements regarding procedures or troubleshooting techniques.
- Test, setup, troubleshoot and support all PCs, printers, and other related IT equipment including laptops, iPads, Smartphones, Fax Machines, Scanners, Wi-Fi Systems
- Assist in the maintenance and support of various software applications including upgrades.
- Assist in various aspects of network administration as assigned.
- Complete work orders and projects in an acceptable timeframe
- Identify and recommend improvements and opportunities that are consistent with the needs of the organization.
- Perform general duties and other functions as required or assigned.
- Perform other special projects as requested.

KNOWLEDGE/SKILLS/EXPERIENCE REQUIRED:

- Minimum of two years of experience in a previous system administrator role with increasing responsibility; proven analytical and problem-solving skills.
- Experience working with both hardware and software installation. Must be familiar with current hardware and software technologies.
- Familiar with Active Directory Administration

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- Proficient level with MS Office applications and function of Windows 10 Enterprise.
- Knowledgeable about server operating systems.
- Networking (P2P connectivity, LAN, WAN, router, and switch configuration) and Desktop hardware experience a plus
- Able to display effective interpersonal skills with all levels of employees, from a variety of different backgrounds and cultures, as well as the ability to communicate positively and effectively, verbally and in writing.
- Strong customer service skills and focus required; must have a can-do attitude and proven follow-through skills. Ability to work as part of a team and independently. Demonstrated ability to deal with confidential information.
- Effectively manage multiple tasks and exercise sound judgment in crisis situations. Displays a commitment to service, be process oriented, and have a sense of urgency balanced with good judgement. Strong integrity and work ethic are critical.
- Occasional travel to local Massachusetts and NH sites

EDUCATION REQUIREMENTS:

Associate Degree in Information Technology or related field.

MENTAL DEMANDS:

- Reading
- Verbal communication
- Detailed work
- Written communication
- Confidentiality
- Multiple concurrent tasks
- Problem Solving
- External contacts
- Language
- Math
- Training

Operation ABLE of Greater Boston, Inc. will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. Operation ABLE of Greater Boston, Inc. welcomes applications from individuals with disabilities and will provide reasonable accommodation for interviews and for service upon request.

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Please send resume and cover letter to:

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