



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The IT **Systems Administrator** ensures IT Network, server and end user functionality, stability and security, supporting a 24x7x365 mission critical HIPAA environment. WCAP makes extensive use of Microsoft server and end user technologies. We operate several sites in Waldo county Maine which are interconnected using a variety of networking technologies. This is an excellent opportunity for a candidate who wants a well-rounded experience with a wide variety of challenging projects as well as routine IT / Telephone systems related tasks and user support in a busy environment. This individual works to provide end user support, network functionality and stability, coordinate and ensure MSP and other third-party vendor services and accuracy, and participates in the continued development of the Agency Network and phone infrastructure based on strategic priorities.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The **Systems Administrator** work in tandem with the third-party IT MSP Provider to provide support in all areas of network and computer hardware and software interconnection and telephone systems, such as routers, firewalls, hubs, bridges, gateways, etc. and evaluates, coordinates and performs installation and/or reconfiguration of hardware and software elements of networks and telephone systems.

Works daily with the end users, MSP provider and other third party telephone and IT/IS providers in all aspects of day-to-day activities to resolve issues. The selected candidate must understand the site and enterprise well enough to work through network-related issues with all stakeholders at the facility and across the agency. Working end users and third party providers daily requires good communication skills and the ability to multi-task efforts based on a dynamic environment and changing priorities.

1. Responds to helpdesk tickets ensuring a consistently high quality service and timely resolution of issues.
2. PC configuration (desktops and laptops), VPN connections, PC software (site-specific and corporate), peripherals, LAN connectivity, and additional devices/software/hardware as needed (i.e. printers, copiers, mobile devices, A/V equipment)
3. Provide an efficient and effective support service to on site and remote users
4. Setup new users and support resources of terminated users.
5. Basic Active Directory administration (i.e. account changes and permissions)
6. Ensure adherence to all relevant internal, external and site-specific policies, processes and Standard Operating Procedures relating to data security, the network and its applications, and account access/management. Assist in developing procedures and policies.
7. Order and track supplies, asset management & dispersal and fulfil all documentation requirements for supported users / sites
8. Running cables
9. Maintaining the overall security, integrity and operation of the network.
10. Installing, configuring, maintaining and upgrading network hardware and software.
11. PC/Laptop and server updated.
12. Work with various vendors as needed to support site specific services, hardware, and software.
13. Asset management of all IT equipment.

**Position Title:**  
Systems Administrator

**Department:**  
WCAP Administration

**Reports To:**  
Transit Systems Director

**Supervises:**  
N/A

**FLSA Status:**  
Non-Exempt

**Salary Range:**  
RH2/L2

**Last Revised/Approved:**  
April 2022

14. Basic support of site-specific ERP, CRM, or database systems.
15. Works on diverse range of support issues requiring ability to independently identify, evaluate and resolve issues
16. Occasionally works after-hours, as needed
17. High level of freedom, within the realms of the role, to produce solutions in support of customer service level agreements
18. Good time management skills, with proven ability to prioritize and organize a demanding workload, adapting to fit the changing needs of the business
19. Strong customer service orientation, able to understand and meet the needs of a diverse client base in a positive and professional manner
20. Proactive and self-motivated approach, able to work independently
21. Strong analytical skills and the ability to combine technical knowledge and customer support skills
22. Excellent communication skills (both written and verbal) and ability to relate with users, service providers, and management
23. Carries out duties in compliance with established business policies
24. Installation and support of wide range of peripherals
25. Perform other duties and projects as assigned

**Fiscal Management:**

1. Purchase IT supplies and equipment while adhering to all Agency purchasing policies.
2. Maintains an inventory of all program equipment.

**Professional Development:**

1. Keeps up to date on state and federal regulations governing all aspects relevant to this position.
2. Participates in other local and state level meetings related to all aspects of this position.

**Safety and Wellness:**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

**Miscellaneous Duties:**

1. Responsible for running errands as needed, e.g. banking, mail run, and picking up supplies, etc.
2. Performs light housekeeping duties.

**Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned.

**GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.

- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds regularly, and up to 40 pounds occasionally. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval. Travel to remote sites is required.

## **QUALIFICATIONS NEEDED FOR POSITION**

### **General Requirements:**

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- Ability to meet WCAP background clearance requirements.

### **Experience and Skill Requirements:**

- Must have 3-5 years' experience working with Microsoft networked server environments.
- Must have end user support experience.
- Must have a solid understanding of Windows client operating systems, from Windows 7 to Windows 365. Must be aware of OS deployment scenarios from DVD to WDS.
- Must have a solid understanding of Ethernet and IP networking.
- Must have a solid understanding of user profile management
- Must have a working knowledge of Windows server operating systems from Windows server 2012 to Windows server 2019, particularly services like the Active Directory, DHCP, DNS and print services.
- Must have working knowledge of Apple user management in a Network environment.
- Must have working knowledge of VPN's and RDP's.
- Proficient in office applications such as Word, Excel, Power Point, etc.
- Some telecommunications skills with basic knowledge of PBX type systems are desired.
- Some skills in web development and web site maintenance are desirable.
- Must be proficient with one or more scripting technologies such as DOS, PowerShell, etc.
- The job requires the frequent installation of computers and peripherals so the candidate must be able to lift and carry the typical components approximately 40 lbs.
- Previous experience as a help desk technician, computer technician, or IT support, required
- Confidentiality is an absolute requirement.

### **Education Requirements:**

The following education requirements are considered essential:

- Associate's Degree in computer science, or the equivalent in related work experience and education required.

- CompTIA Server+, CompTIA Security+ certification or other related IT professional certification are preferred.

. \*\* All requirements and skills are considered to be essential, unless otherwise indicated

---

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date