



JOB DESCRIPTION: IT Administrator – Facilities Director

Reports To: Director of Residential Services

Salary Band: Band A- Full Time (40 HRS)

POSITION SUMMARY:

The primary role of Gateway Center's IT Administrator is to oversee and maintain all aspects of a company's computer infrastructure. This includes maintaining networks, servers and security programs and systems. The IT Administrator will manage the upgrade and installation of new hardware and software, perform troubleshooting to address any problems with computer systems, and assess viruses and potential threats to a company's network. The IT Administrators will also monitor the use of email, create and change passwords, make suggestions for improvements to computer systems, printers, and backup data and perform data recovery if needed.

It is essential that the IT Administrator possess strong communication, organizational and problem solving skills. The person in this position should be familiar with all aspects of project management, such as budgeting and scheduling, and exercise strong time management skills. The abilities to work independently as needed, manage contractual relationships, and apply analytical skills are crucial to finding success in this field.

PRINCIPAL ACCOUNTABILITIES:

- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Submit monthly reports to supervisor
- Participate in staff development and all required Agency meetings
- Other duties as assigned

QUALIFICATIONS:

Job Description

IT Administrator



- BSc/BA in Information Technology, Computer Science or a related discipline; professional certification (e.g. Microsoft Certified Systems Administrator (MCSA)) is a plus
- Proven experience as a System Administrator, Network Administrator or similar role
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery
- Familiarity with various operating systems and platforms
- Resourcefulness and problem-solving aptitude
- Excellent communication skills
- Proficient in Outlook and Microsoft Word and other Software Packages
- Flexibility (may require some evenings and weekend work)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee 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 regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION:

Gateway Center is an Equal Opportunity Employer and does not discriminate on the basis of race, color, creed, national origin, ancestry, religion, age, citizenship, sex, marital or veteran status, disability or handicap, sexual orientation or any other basis prohibited by applicable law. Gateway Center also takes affirmative action to employ, and advance in employment, qualified women, minorities and covered veterans. Gateway Center also makes reasonable accommodations for qualified individuals with disabilities, in accordance with the Americans With Disabilities Act and applicable state laws.