



GIRL SCOUTS—DAKOTA HORIZONS

Position Title:	System Administrator
Location:	Sioux Falls, SD
Position Classification:	Full Time/Exempt
Reports To:	Chief Human Resources and Risk Officer
Approved By:	Chief Human Resources and Risk Officer
Direct Reports:	None

Position Summary:

The System Administrator position is responsible for the protection, management, development and supervision of the council's critical technology infrastructure including information, systems and technology assets to support and align with the council's business objectives. The System Administrator provides problem solving, leadership, user support and strategic recommendations around technology and information services needs for the council. System Administrator will work cross-functionally to meet overall organizational goals.

Major Accountabilities-Technology

1. Oversee the installation, monitoring and maintenance of all computer hardware and software, and all other products necessary to optimize the use of technology by council staff.
2. Ability to create and negotiate RFP's and specifications for software and hardware projects for internal and external use. Coordinate and assist with outside contractors and vendors for completion of both short and long term IT projects.
3. Advise on all matters pertaining to IT policy to help ensure that strategies, decisions, and functions effectively facilitate achievement of council goals.
4. Ensure the efficient operation of the council's essential IT operations including information systems, operating systems, hardware, software, maintenance of equipment at all council sites. Maintain security of all council proprietary data and provide for scheduled backup of the council's computer system. Establish policies and procedures related to the use of all council systems, equipment, hardware and software.
5. Plan long and short-range expansion of the computer systems through the identification of needs and ongoing assessment of the capabilities of hardware and software. Keep current on new technology and provide professional expertise and advice as necessary in the area of information technology.
6. Contribute to the council's planning process; specifically in the development and administration of annual plans of work, budget, and annual organizational review.
7. Perform server administration tasks including user/group administration, security permissions, group policies, print services, log warnings and errors, and system architecture monitoring and optimization.
8. Maintain technology infrastructure requirements including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, internet, LANs, conferencing systems and WANs.

9. Maintain, perform, and monitor system performance, routine audits and backups.

Major Accountabilities-Customer Service

1. Will provide timely and reliable troubleshooting, direction, prioritization and direct help desk support to Council staff, board, volunteers and girls in use of technology, data administration and business analysis.
2. Ability to effectively train all levels of adult staff on the use of technologies and systems

Major Accountabilities-Leadership

1. Actively and consistently demonstrates the Girl Scouts norms by holding self accountable for results, holding the whole, assuming good intent, taking in ideas without judgment, embracing conflict and disagreement, speaking truth in a constructive way with a goal for mutual resolution, and staying focused on our mission.
2. Demonstrates service excellence and positive interpersonal relations in dealing with others including staff, Board, and community members, so that productivity and positive relations are maximized.

Qualifications:

1. Bachelor's degree in technology, computer science or system administration or equivalent experience required
2. 3+ years of demonstrated experience and growth success in a similar level role
3. Project management and customer service and support skills with demonstrated experience in developing and executing short and long range business plans and strategies. Ability to manage multiple projects concurrently.
4. Demonstrated passion and enthusiasm for the Girl Scouts Mission as well as for customer advocacy. Strong sense of urgency and results-orientation are required
5. Exceptional written, verbal, listening and interpersonal skills with the ability to be diplomatic, persuasive, and build support and commitment
6. A complete understanding of Microsoft Windows (Windows 7 and 10, Server 2008 and 2012), Microsoft Office suite products and backup procedures.
7. Willingness to learn proprietary software such as Abila, MS RMS, and Personify.
8. Experience in the administration of Microsoft Exchange Server, Shoretel VOIP phone system and Video Conferencing Systems.
9. Understanding of LAN, WAN, VPN and UPN architecture. Meraki Sonicwall experience a plus.
10. A basic understanding of database queries (SQL).
11. Experience in designing IT programs and applications to meet department needs.
12. Ability to work a flexible schedule that includes some travel, night and weekend hours as needed.
13. Valid driver's license required.
14. Ability to maintain active, paid membership in GSUSA annually.
15. Ability to maintain regular and consistent attendance.

Working Conditions/Physical and Safety Requirements:

1. This position will typically work in normal business office environment conditions
2. Must be able to lift and carry up to 50 lbs and manage heavy or bulky items
3. Must be able to squat, bend, climb a ladder, and work overhead on a frequent basis
4. Must be able to successfully complete required pre-hire criminal background screening
5. Required to perform tasks while sitting at a desk, using normal hand dexterity on a regular basis.
6. Mobility is required, including standing, moving about, and sitting

Staff Signature

Date

Manager Signature

Date

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.