



IT Admin

JOB SUMMARY

The IT Admin is responsible for the organization's day-to-day IT operations, as well as providing technical expertise and support to all staff members. Reporting to the IT Manager, the IT Admin will work closely with all staff members and will undertake various IT projects as necessary.

RESPONSIBILITIES

- Responsible for organization wide IT change requests and application maintenance.
- Participate in implementation management for all systems used by the organization, including change management and post-implementation aftercare
- Keep informed of new technologies and explore opportunities for improving the organization's technology environment.
- First line responsibility for day-to-day IT operations, including problem resolution, downtimes, and crisis management
- Follow security procedures to safeguard the organization's data/information from natural disasters as well as malicious tampering
- Assist staff members with the technical development and maintenance of the staff intranet (Podio), including providing training sessions
- Keep the IT Manager informed of significant problems that jeopardize the well-being of the organization, escalating to the Director and the Senior Team where necessary
- Attend regular staff and departmental meetings
- Any other projects or duties as requested by the IT Manager

DESIRED QUALIFICATIONS AND SKILLS

- Excellent organizational and time management skills
- Handles multiple tasks in a fast-paced deadline driven environment
- Commitment to continuous learning to keep abreast of changes in the technology field
- Excellent written and verbal communication skills
- Ability to manage new system implementations, including coordination with external organizations, contractors, or suppliers.
- Experience troubleshooting problems, configuring hardware and software, implementing back up processes and assess systems for upgrades or replacement.
- Experience and skill in working with Wordpress and Podio.
- Experience of working with web development tools
- Understanding of servers and network services and their architecture
- Flexibility concerning work schedule to accommodate evening and weekend meetings
- Bachelor's degree in computer science or related field, or relevant experience