



IT Systems Administrator Position Description

Location: Irvine, CA
Reports To: CFO/IT Director
Schedule: Full-time (Monday-Friday, 40 hours per week)
Status: Salaried, Exempt \$69,030 - \$76,700/year (DOE)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 11 Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical and Dental insurance plans with majority paid by employer. Life Insurance plan paid by employer. Employee Assistance Program.

***Second Harvest Food Bank requires all new hires to be fully vaccinated for COVID-19.**
This policy complies with all applicable laws. If any questions regarding this policy, please inquire.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank of Orange County that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION DESCRIPTION:

This position is responsible for the configuration, maintenance, and deployment of Food Bank technology hardware and software applications as well as providing timely and effective end-user technical support.

ESSENTIAL JOB FUNCTIONS:

- Responsible for the management and maintenance of technology hardware assets including network/voice/ phone systems, AV systems, and related peripherals.
- Responsible for management and maintenance of software applications including Office 365 tenant.
- Provide timely and effective support for end-users with IT-related problems in a responsive and customer service-oriented manner.
- Maintain documentation of all technology hardware assets.
- Stay current with technological developments in systems administration and recommend ways for Food Bank to take advantage of new technology.
- Responsible for implementation and management of hardware policies, procedures, and standards to support Food Bank business goals and objectives.
- Responsible for the planning, development, and coordination of technology-based training, and on-boarding for end-users.
- Responsible for contributing to design and implementation of network infrastructure.



OTHER DUTIES INCLUDE:

Execute all other reasonable duties as assigned by the IT Director.

POSITION QUALIFICATIONS:

- Experience supporting Windows, Mac Operating systems in business environment.
- Associate or bachelor's degree in Computer Science or IT related field
- Experience in IT helpdesk or desk-side environment
- Proven ability to communicate with technical and non-technical staff.
- Microsoft or CompTIA certifications
- Ability to troubleshoot Microsoft Office issues and hardware issues.
- Basic networking and Audio/Visual experience preferred.
- Strong written communication skills.
- An understanding of computer security concepts
- Significant work experience in basic technical support.
- Flexibility to work weekends and evenings as needed.

REQUIREMENTS:

- Valid Driver's License and vehicle insurance to be able to drive throughout Orange County as needed
- Commitment to living out the Food Bank's core values of Integrity & Accountability, People First, Compassion, Purpose Driven and Stewardship

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Regularly required to stand, walk, reach, and use hands
- Extended periods of sitting while working on computer
- Occasionally required to stoop, kneel, and crouch
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location
- Lifting required for event set up (20-25 lbs.)

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer
