



Jr. System Administrator

GENERAL DESCRIPTION

The Concord Consortium is an educational nonprofit with an international reputation for innovations in technology that improve teaching and learning. Our staff is extremely dedicated and competent, regularly using a wide range of technologies and applications.

We have an exciting full-time opening for a Jr. System Administrator who will support the staff, the servers, and contribute to specific educational projects. This position requires a self-starter who is able to work with a wide range of technologies. The person will be responsible for a wide range of duties from help desk support, to system administration, to special projects for our 30-person organization. The position requires someone with excellent technical skills and experience, as well as a strong sense of humor and a genuine desire to create a better world through educational technology. We are looking for an exceptional individual who has a good balance of technical and communication skills and is willing to go the extra mile to arrive at a complete solution to technical problems. It is essential that the successful candidate be in the office during working hours, Monday through Friday.

He/she will run CC's IT support, which involves keeping all office computers running smoothly by providing software installs, updates, hardware and software troubleshooting, software and hardware asset tracking, printing, and other duties as assigned. He/She will also help administer over two dozen servers of mixed operating systems. Finally, he/she will be assigned other projects based on his/her experience.

The Jr. System Administrator reports to the Manager of Information Technology. The candidate must have experience with a wide range of operating systems and applications, ranging from Linux, Mac OSX, Windows 2000 and Windows XP. Knowledge of printers, networks, Web pages, Linux, MS Office, FirstClass, and open source software is preferred. The ideal candidate would have experience with SQL, PHP, Java, JRuby, and/or Ruby on Rails. While a broad range of skills is valuable to us, there is technical backup in depth within the organization. The work environment at Concord Consortium is casual and flexible, but fast paced and stimulating. Concord Consortium provides excellent benefits including medical, dental, life and disability insurance as well as four weeks of vacation.

SPECIFIC RESPONSIBILITIES

Manages multiple, simultaneous, ongoing, support requests.
Assist managing Linux, OSX, and Windows servers and applications.

Setup, upgrade, and manage server applications.
Follows individual support requests to a satisfactory and verified end resolution in each instance.
Sets up new user workstations and, when necessary, migrates the existing user files.
Assists with software and hardware asset management.
Evaluates and performs preventative maintenance, upgrades, and security fixes.
Troubleshoots printers, handheld devices, and routine network problems.
Evaluates and recommends future technology purchasing needs.
8 weeks of 24/7 light pager duty.

QUALIFICATIONS

Understanding of Mac OSX hardware and software is required.
Understanding of the Linux operating system is required.
Understanding of PC hardware and software (Windows 2000/XP) is required.
Understanding of networking, network printers, malfunctions, and resolutions.
Experience with SANs and virtualization is a plus
Experience with web programming, especially PHP, Ruby, and Java a strong plus.
Familiarity with a range of office applications including Word, Filemaker, Excel, and open source equivalents.
Familiarity with handheld computers (Palm, PocketPC, WinCE, iPod).
Ability to manage multiple projects and support requests.
Ability to manage own time and responsibilities without extensive supervision.
Outstanding interpersonal and communication skills, with enthusiasm for working as part of a team as well as independently.
A minimum of three years experience in hardware and software configuration, troubleshooting, and repair including but not limited to, Windows and OSX, printers, and network issues.

SALARY

\$50,000 - \$60,000 per year, full time.

90% Overhead / 10% Projects

TO APPLY

Please email your resume and cover letter to:

IrSysAdmin@concord.org

Attn: Ben Greslick
Concord Consortium
25 Love Lane
Concord, MA 01742

The Concord Consortium is an EEO employer. It does not discriminate on the basis of sex, age, race, creed, national origin, or sexual orientation.