



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Systems Administrator

About Second Harvest Food Bank

Based in Silicon Valley, Second Harvest Food Bank of Santa Clara and San Mateo Counties is one of the largest food banks in the nation. Currently providing food to an average of 260,000 people every month, Second Harvest is a trusted community-based organization that was founded in 1974. Despite the immense wealth in Silicon Valley, and partly due to the high cost of living, hunger and malnutrition are pervasive. The Food Bank distributes nutritious food, including more fresh produce than almost any other food bank in the country, through a network of 309 nonprofit partners at 985 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed more hungry people each month. To reach more people, it advocates for anti-hunger policies and connects those in need to federal nutrition programs and other food resources. To learn more about how Second Harvest is building a hunger-free community, visit SHFB.org.

About the Position

Reporting to the Senior Manager of Information Technology, this position serves as the primary systems support for our organization. In this position, you will be responsible for the installation, configuration, operation, and maintenance and repair of hardware and software systems and related infrastructure in a Windows networking environment. You will also participate in managing our network infrastructure, VoIP, wireless, and other communications technologies. You will ensure that system hardware, operating systems, software systems, and related procedures adhere to best practices and industry standards as established by the Director of Information Technology.

Technical Responsibilities

- Responsible for the overall management of our IT Helpdesk, used to support 150+ computer users, providing technical support for hardware, software, phone, and network issues, ensuring requests are addressed quickly and effectively while maintaining a high level of customer service
- Responsible for documenting IT processes and procedures related to helpdesk workflow & support tasks
- Provide oversight of computer asset management, responsible for hardware and software setup, configuration, deployment and repair. Maintains an accurate inventory of deployed computer assets for financial asset tracking and future replacement planning and budgeting
- Works with contracted third-party vendors to support and/or troubleshoot networks, servers, SANs and other critical systems, including the implementation of new systems
- Responsible for procuring computer software, hardware, and peripherals in order to support the organization's work
- One of the escalation points of contact for network and server monitoring event notification, with appropriate further escalation to other team members when required
- Performs daily system monitoring, verifying the integrity of all network resources
- O365 support and troubleshooting
- Assists with or independently works on assigned application, security, server, network, virtualization, VoIP, and other technology projects
- Provides onsite user and technical training when needed
- Other duties as assigned

CURTNER CENTER
750 Curtner Avenue
San Jose, CA 95125
T 408-266-8866
F 408-266-9042

CYPRESS CENTER
4001 North First Street
San Jose, CA 95134
T 408-266-8866
F 408-266-9042

BING CENTER
1051 Bing Street
San Carlos, CA 94070
T 650-610-0800
F 650-610-0808

Qualifications

- Self-starter who can independently triage and prioritize work without the need for regular supervision. Requests support for and escalates issues as required
- Strong customer service and communication skills, with the ability to effectively communicate with both technical & non-technical peers. Strong team player
- Strong practical background in Windows networking environments, LANs/WANs, telecom networks, and a broad understanding of general software applications. Technical expertise with Active Directory
- O365 / Exchange administration experience
- Windows 7 & Windows 10 OS, Windows Server 2008 / Server 2012 / Server 2016
- Excellent problem solving skills, with a demonstrated ability to work on multiple projects/issues at once
- Ability to work flexible hours, including nights & weekends as needed during implementations, projects, and/or as emergencies require
- Have a combination of education and 3-5 relevant working experience sufficient to perform essential duties as noted above

Reports To:	Senior Manager of Information Technology
Location:	4001 North First Street, San Jose, CA 95134
Hours:	Full-Time, Exempt. Regular schedule with occasional weekends and evenings.
Compensation:	Competitive salary commensurate with experience. Generous health benefits, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and excellent retirement savings plan.

[CLICK HERE TO APPLY!](#)

EOE

UNDER-REPRESENTED GROUPS ARE ENCOURAGED TO APPLY

