

# Position Announcement

## Systems Administrator



### About Second Harvest of Silicon Valley

Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger and is one of the largest food banks in the nation. The organization distributes healthy groceries through a network of 310 partners at 1,000 sites in Santa Clara and San Mateo counties. Due to the prohibitively expensive cost of living in Silicon Valley, hunger is at an all-time high as more and more families are forced to sacrifice nutritious food for housing. Second Harvest is helping to keep people healthy by providing enough nutritious food for more than 58 million meals a year — half of which is fresh produce. Second Harvest also connects people to federal nutrition programs and other food resources, and advocates for anti-hunger policies on the local, state and national levels. To learn more about how Second Harvest is building a hunger-free community, visit [shfb.org](http://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 on prem and cloud. 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 180+ 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

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- 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
- 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

### 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.
- Proven experience with Windows networking environments, LANs/WANs/Cloud, telecom networks, and a broad understanding of general software applications. Technical expertise with Active Directory.
  - Windows 7 & Windows 10 OS, Windows Server 2012 / Server 2016
  - VMWare ESXi
  - O365, SSO, MFA
  - ShoreTel phone system
  - NetApp NAS
  - Experience with ZenDesk, Sophos, PDQ, Nagios
  - PowerShell scripting
- 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 years of relevant working experience.

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