System Administrator

Association of Graduates of the United States Air Force Academy

The Association of Graduates ("AOG") is the alumni association for the United States Air Force Academy. It is an independent charitable 501 (c)(3) Colorado corporation that provides alumni relations and services for approximately 45,000 graduates and provides graduate and alumni support on behalf of itself and the Air Force Academy. We strive to reconnect graduates to their institution and each other, tell the Academy story, educate grads, parents and friends of the Academy on the need for fundraising and to instill a sense of pride in being a part of the Long Blue Line.

The core values of the United States Air Force and the Academy – integrity first, service before self, and excellence in all we do – are a commitment each employee makes when joining the AOG team.

Position Purpose

The AOG seeks a dynamic and creative professional to serve as the Systems Administrator under the direction of the Director of Information Technology. The Systems Administrator will maintain, upgrade, and manage our software, hardware, and networks. This individual should be able to diagnose and resolve questions quickly. This individual will need to be resourceful and patient to communicate to a variety of interdisciplinary teams and users. This individual will strive to ensure that the AOG technology infrastructure runs smoothly and efficiently.

Summary of Responsibilities

- Plan and implement technical infrastructure, software, hardware, network, and web technologies associated with company operations.
- Proactively monitor potential technical issues, computers, and network to ensure optimal performance and service availability to all system users.
- Perform necessary maintenance and system updates to support network availability.
- Ensure critical data is regularly backed up, as well as protecting that data with appropriate disaster and recovery plans.
- Ensure security through access controls, backups, and firewalls.
- Upgrade systems with new releases and models.
- Manage network servers and technology tools.
- Document important systems, processes, and procedures.
- Acting as primary technical contact for email, server, network systems for both internal and external systems.
- Support the organization's security and PCI compliance requirements.
- Troubleshoot issues and outages and make revisions or updates to ensure maximum user satisfaction with system security and integrity.
- Assist in the server and network related activities of the rest of the Information Technology department.
- Provide technical backup support to the IT Support Specialist when needed.
- Provide customer support for both PC and MAC platforms.
- Perform other duties as assigned.

Knowledge, Skills and Abilities

- Advanced knowledge and troubleshooting of Azure Active Directory and Office 365.
- Advanced Microsoft Exchange administration with Office 365 in a Hybrid configuration.
- Advanced knowledge and troubleshooting of Windows Server 2003/2008/2012/2016.
- Advanced knowledge of Active Directory.
- Advanced knowledge of Dell EMC and VMWare systems.
- Knowledge of Microsoft Azure systems and architecture.
- Knowledge of Microsoft Office software applications.
- Knowledge of Dell server implementation and troubleshooting.
- Knowledge of Symantec Backup Exec.
- Knowledge of VPN Client software and configuration.
- Knowledge of Sonicwall Firewall configuration and troubleshooting.
- Knowledge of battery backup, UPS systems.
- Knowledge of Blackbaud software (Raiser's Edge and Financial Edge) a plus.
- Knowledge of integrating Mac systems into Active Directory a plus.
- Knowledge of telephone and ethernet wiring a plus.
- Excellent written and oral communication skills
- Strong attention to detail with the ability to maintain confidentiality while demonstrating accuracy and thoroughness
- Significant organizational skills along with the ability to manage multiple tasks concurrently
- Initiative, strong work ethic, and sound judgment
- Resourceful and problem-solving aptitude
- Excellent user or customer service skills and training expertise
- Enjoy working with people and being part of an integrated team

Qualifications

- A minimum of 5 years of progressive systems administrator experience.
- BS Degree in computer science or related field, or five years' experience associated with systems administration and operations or equivalent education.
- MTA required; MCSA or MCSE preferred.
- Must possess a valid driver's license.
- Ability to work a minimum of 40 hours a week.
- Ability to pass a DBIDS background check which is required to maintain access to the AOG's office on the Academy.

Submission Instructions

Applicants must submit a cover letter, resume, and three professional references to receive full consideration. Applications can be submitted to hr@aogusafa.org and are encouraged to be submitted before March 8, 2021. The position will remain open until filled.

Compensation and Benefits

Salary range for this position is $70,000-$75,000, depending on experience. The AOG offers a competitive benefits package including but not limited to medical, dental, vision, life insurance, long-term disability, retirement, sick time, and vacation time.

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