

# Windows Systems Administrator

Job Title: Windows Systems Administrator  
Department: Data Standards, Management and Technology  
Reports To: IT Manager  
FLSA Status: Full-Time; Exempt  
Location: Tucson, AZ

## Job Purpose Summary: Experienced (Non-Manager)

The Windows Systems Administrator is responsible for managing the operation, support, configuration, and maintenance of the Microsoft Windows Client/Server infrastructure used by Critical Path institute.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Essential Requirements, Job Duties, and Responsibilities:

- Strong knowledge of Windows Server OS, Active Directory, Exchange, IIS, SQL operation and troubleshooting with a minimum of 3-5 years' experience
- Basic knowledge of Windows 7 and Office 2007, 2010, 2013
- Ensure Windows Servers and Microsoft applications are operating optimally, are backed up, and are properly configured (Exchange, RDG, etc)
- Perform ongoing monitoring and maintenance of all servers in the operations team environment
- Support end users on complex technical issues including problems related to applications, client computers and servers.
- Maintain server security and integrity
- Manage all Windows servers including hardware/software upgrades and patching of OS and applications
- Design, build, test, and implement server solutions in both physical and virtual environments
- Create and maintain documentation of environment and application configuration.
- Assist with planning and implementation of growing IT department/operations
- Comply with and help to enforce standard operating policies and procedures.
- Support the IT needs of the organization's employees and internal groups.
- Other duties and responsibilities may be assigned.

## Education and Training:

- BS in Computer Science/Information Systems or related field with three to five years' information technology administration and support experience; or computer science background with five+ years of recent and relevant work experience.
- Remains on the forefront of emerging industry practices by engaging in ongoing education and research.

## Certificates/Licenses:

- IT Certifications are helpful but not required, depending on experience.

## Knowledge/Skill/Abilities:

- Demonstrated working knowledge of Microsoft Windows Server 2003-2012 in an enterprise environment. IIS, SQL, Windows 7, 8, Microsoft Office 2010, 2013.

- Experience administering Microsoft AD, Exchange, Remote Desktop Gateway, etc...
- Understanding of networking protocols such as TCP/IP, DNS, DHCP, SSL, TLS
- Application of advanced knowledge of information systems concepts and terminology.
- Ability to work cooperatively within a small team setting in a fast growing nonprofit with unique culture.
- Possess background in providing advanced technical support for Windows workstations, servers, and enterprise applications.
- Working knowledge of Citrix XenServer, a plus.
- Excellent troubleshooting skills
- Easily recognizes system deficiencies and implements effective solutions.
- Provides technical direction for the development, design, and systems integration for the organization from definition phase through implementation.
- Excellent attention to detail and organizational skills.
- Ability to successfully anticipate issues or challenges without being specifically directed.
- Strong ability to meet target deadlines and manage time effectively.
- Ability to multi-task.
- Excellent written and oral communication skills

Reasoning Ability:

- Exercises sound business judgment when making decisions and adheres to external and internal policies and regulations.
- Demonstrates analytical thinking related to IT system development, implementation, and problem resolution.

Physical Demands:

- Regularly required to sit for long periods of time, and occasionally stand and walk about the facility.
- Required to stoop, kneel, and lift up to 50 pounds.
- Requires afterhours and weekend work.

TO APPLY FOR THIS POSITION: Please submit a resume/CV and cover letter highlighting how your qualifications match the needs of the position. Indicate the position title for which you are applying in the subject line of your correspondence. Applications should be submitted to [HR@c-path.org](mailto:HR@c-path.org).

Critical Path Institute is an equal opportunity employer.