JOB POSTING
Systems Administrator
Information Technology
(**Internal and External)**

For over 50 years, Legal Aid Chicago has provided free civil legal assistance to people living in poverty in metropolitan Chicago. Each year our attorneys, volunteers, and staff help resolve civil legal problems, including domestic violence, consumer fraud, and unfair evictions.

Position: The System Administrator works closely with the Director of Information Technology and is responsible for managing and troubleshooting Legal Aid Chicago's network and telephony, running reports on system health and usage, providing input and completing tasks on major technology projects, setting up user accounts, and providing technical support to staff. S/he also will participate in the design and management of Legal Aid Chicago's knowledge management system (SharePoint Online and Microsoft 365) and case management system (LegalServer).

Responsibilities: The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- **Manage Servers and Telephony**. Manage and troubleshoot all servers, such as domain controllers, file, database, and other application servers. Manage and troubleshoot all telephony equipment, such as the PBX, fax, voice mail server, and computer telephone integrated systems. Assist with managing and troubleshooting networking equipment, such as routers, firewalls, switches, and gateway security devices. Write technical documentation as necessary.
- **Manage Daily Network Administration.** Administer and support Microsoft 365 platform including Exchange and SharePoint Online. Assist in developing strategies for Office 365 products and services. Perform routine reports on system health and usage, with recommendations as appropriate. Manage day to day network administration, e.g. creation/deletion of accounts, backups, etc. Maintain proficiency with all equipment, computer hardware, and software necessary to perform the duties of the position.
- **Input on Major Technology Projects.** Participate in the ongoing design and maintenance of the case management and knowledge management systems. Assist system architects and onsite administrators with design and implementation of new technologies. Perform system audits and complete necessary due diligence in preparation for new technologies.
- **Technical Support.** Assist the Computer Specialists with providing help desk functions, e.g. answering staff questions and solving minor computer problems. Assist with staff training. Write user documentation and training guides as necessary.

Qualifications: The following generally describes the knowledge, skills, and abilities required to enter the job or which must be learned within a short period of time in order to successfully perform the assigned duties.

- **Knowledge, Skills, and Abilities.** Required at this level is a demonstrated understanding and experience of network administration in a business setting. Nonprofit and/or legal experience is a plus. Ability to prioritize, meet deadlines, and complete assignments in a timely manner. Must be organized, flexible, and able to multi-task. Ability to work individually as well as in teams, and be flexible in a dynamic environment. Excellent customer service and documentation skills.
- **Education and Experience.**
    - Requirements:
        - A Bachelor's Degree in Computer Science or a closely related discipline.
        - Comprehensive knowledge of Microsoft 365/Office 365 administration.
        - Knowledge and experience administering Exchange Online/Teams/Mobile Device Management/OneDrive amongst others.
        - Experience administrating, maintaining, and monitoring active directory, group policy, DHCP, and DNS in an enterprise environment.

- Solid knowledge and understanding of SCCM clients (hardware/software) including but not limited to installing, configuring, maintaining, optimizing, and supporting clients.
    - Virtual Server management with either VMWare or Hyper-V.
    - Windows Server 2012/2016 administration and support of Windows 8.1/10 desktops.
    - Excellent written and oral communication skills.
    - Solid professional and customer service skills with strong attention to detail.
- Nice To Have:
    - Experience with Cisco phone system.
    - Experience with Aruba networking hardware.
    - Powershell scripting preferred.
- Experience working with a diverse workforce is a plus.

Physical Demands: Must possess mobility to work in a standard office setting and use standard office equipment, servers, and network equipment. Must be able to operate a motor vehicle and to visit various sites; vision to read printed materials and a computer screen and ability to distinguish colors; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification frequently require bending, stooping, kneeling, reaching, lifting, pushing and pulling drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds with the use of proper equipment.

Salary: Commensurate with experience. Legal Aid Chicago offers a comprehensive benefits package, including low cost health plans, employer-provided group life and long-term disability insurance, fitness center access, generous vacation and sick time, and more.

To Apply: Send your cover letter, resume, and the contact information of two professional references to: resume@legalaidchicago.org. Please place **"Systems Administrator"** in the subject line of your e-mail. Applications will be reviewed on a rolling basis, and the position will remain open until filled.

Legal Aid Chicago is firmly committed to creating a diverse workplace and is proud to provide equal employment opportunities to all applicants and therefore does not discriminate on the basis of creed, color, national origin, sex, gender identity, sexual orientation, age religion, marital or parental status, alienage, disability, political affiliation or belief, military or military discharge status, or ex-offender status. Applicants who have experiences with our client communities are encouraged to apply.