IT Admin

JOB SUMMARY
The IT Admin is responsible for the organization’s day-to-day IT operations, as well as providing technical expertise and support to all staff members. Reporting to the IT Manager, the IT Admin will work closely with all staff members and will undertake various IT projects as necessary.

RESPONSIBILITIES
- Responsible for organization wide IT support.
- Keep informed of new technologies and explore opportunities for improving the organization’s technology environment.
- First line responsibility for day-to-day IT operations, including administrative tasks and problem resolution.
- Follow security procedures to safeguard the organization’s data/information phishing attacks.
- Assist staff members with the technical development and maintenance of the staff intranet (Podio), including providing training sessions.
- Keep the IT Manager informed of significant problems that jeopardize the well-being of the organization, escalating to the Director when necessary.
- Attend regular staff and departmental meetings
- Any other projects or duties as requested by the IT Manager

DESIRED QUALIFICATIONS AND SKILLS
- Excellent organizational and time management skills
- Handles multiple tasks in a fast-paced deadline driven environment
- Commitment to continuous learning to keep abreast of changes in the technology field
- Excellent written and verbal communication skills.
- Experience troubleshooting problems, setting up and configuring applications for end-users.
- Experience and skill in working with Podio and GSuite applications.
- Experience of working with web development tools, specifically WordPress and Divi, preferred not required.
- Understanding of servers and network services and their architecture, preferred not required.
- Flexibility concerning work schedule to accommodate evening and weekend meetings.
- Bachelor’s degree in computer science or related field, or relevant experience