System and Network Administrator

Who you are: An experienced system administrator who is equally comfortable with Windows and Linux. You are curious about technology and enjoy new challenges. You understand how infrastructure impacts and supports business. You proactively pursue new ideas and solutions while maintaining existing systems. You know the value of data recovery and disaster preparation.

Who we are: A group of fifteen developers and infrastructure techs, working at an aggressively growing non-profit that is helping to make the Bible available to everyone, everywhere. God has blessed us with the resources to pay for high performance team-members. You can learn more about our organization at http://www.wycliffeassociates.org/. This is the kind of place that rewards intensity, ambition, drive, and creativity.

The job you'll do: You'll be responsible for the performance of our Windows and Linux server farm, both on-site and in the cloud. You'll be looking at all our current on-premise assets and evaluating which could be deployed to the cloud. You'll help steward the organization's digital data so that the work of Bible Translation isn't impacted by outages. You'll manage a network with hundreds of devices spread out over a large campus. You'll keep it humming so the rest of the organization can focus on raising money, raising volunteers, equipping the nations to translate the Bible, and saving the world. You'll go home at night knowing that your work matters eternally. You'll propel the Bible toward universal availability.

What we'll do for you: We'll give you a place where you can run things the way you've always wanted to and make a difference in the process. We'll pay for you to keep current on your certifications. We'll give you enough budget to get the tools and technologies to do your job with excellence. Our benefits include:

- Paid education and training

- Paid certification attempts (whether you pass or fail)

- Two weeks paid vacation (to start), plus a bunch of paid holidays

- Health Insurance for you and your family

- 1 Paid conference per year

To apply, email mark_stedman@wycliffeassociates.org these things (you don't have to write a novel, but appropriate answers will be more than a few sentences):

- Describe your experience solving your hardest system or networking challenge.

- What you are especially great at. List your strongest skill sets, personal attributes, software tools, programming languages, etc. Let us know your proficiency level and experience.

- When joining a new team, what are your highest priorities for your first hundred days?

- Describe your relationship to Jesus Christ and the Bible. Why are you interested in Christian ministry? Where do you worship?

Don't send me your resume. These three things are all I need for now. I promise to respond to every email within 72 hours. No waiting and wondering.

Job Description

Date: January 9, 2019

Job Title: System and Network Administrator

Department: Information Technology

Location of Job: Orlando, FL

Reporting Relationship: Director of Infrastructure

Peers: DevOps Engineer, Application Support, Helpdesk

Exemption Status: Exempt

Position Summary: The System and Network Administrator works within a team that is responsible for helpdesk, server administration, network administration, digital security, application support, and software quality assurance. The team is responsible for assuring continuity of service for all servers, desktops, applications, and networking infrastructure. The System and Network Administrator functions as an integral part of the team, able to fluidly move between server administration, network administration, and infrastructure related tasks.

Job Responsibilities:

1. Design, deploy, and administer company LANs, WANs, telephony, and wireless networks, including servers, workstations, routers, hubs, switches, gateways, UPSs, and other hardware.

2. Proactively improve uptime and performance for all servers, applications, and networking.

3. In conjunction with the Infrastructure Team, responsible for disaster planning, backup, and recovery of all computer systems.

4. In conjunction with other Information Technology personnel, manage data security for Wycliffe Associates, including recommending best practices for local and globally distributed team members.

5. Design and improve the overall strategy for managing servers including pre-deployment imaging, software installation and updating, antivirus, and other system software.

6. In conjunction with the Director of Infrastructure, manage new equipment purchasing and deployment for all server systems, equipment, and peripherals.

7. Assist the Director of Infrastructure with various technical projects as needed.

8. Help manage vendor relationships and contracts for WAN, server hardware, server software, etc. as needed.

9. Configure networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.

10. Monitor network performance and troubleshoot problem areas as needed.

11. Create and maintain documentation as it relates to network configuration, network mapping, processes, and service records.

12. Support developers with expertise in virtualization, cloud deployments, networking, and security to assist with development and deployment of applications.

Education, prior work experience, and/or specialized skills and knowledge:

1. Bachelor's degree required; preference given to computer science, information technology, or similar.

2. Must have strong customer service skills, including the ability to patiently work with users with varying levels of computer skills.

3. Minimum of 2 years of experience in the IT field, with increasing responsibility and skills.

4. Demonstrated scripting ability in PowerShell, BASH, etc. to support automation of virtual machine activities.

5. Current MCSE: Server Infrastructure certification *strongly preferred*, or the ability to earn it within the first year of hire, and a commitment to staying current.

6. Other relevant security and infrastructure certifications as agreed with manager.

7. Proven experience with network capacity planning, network security principles, and general network management best practices.

8. Working technical knowledge of current network hardware, protocols, and Internet standards.

9. Knowledge of applicable data privacy practices and laws.

10. Able to conduct research into networking issues and products as required, with proven analytical and problem-solving abilities.

11. Knowledgeable and skilled with both computer hardware and software.

12. Must have strong experience with Microsoft and Linux Server Operating Systems.

13. Experience in designing and supporting TCP/IP networks including wired and wireless technologies and firewalls.

14. Must be a creative troubleshooter for both hardware and software issues.

15. Strong interpersonal, written, and oral communication skills.

16. Demonstrated project management skills.

Personal Qualifications:

1. Have a personal relationship with Jesus Christ.

2. Should sense a call from God to ministry and have a genuine caring for people.

3. Should have personal warmth that invites confidence and possess a personal integrity that never forfeits the trust that is offered.

4. Ability to be at ease with people from diverse cultures and backgrounds.

5. Demonstration of the attitudes of a servant leader.

6. Highly self-motivated and directed.

7. Keen attention to detail.

8. Ability to communicate effectively in oral and written form.

9. Ability to work effectively with a virtual team.

10. Has reliable transportation and can keep commitments.

11. Ability and desire to learn new technologies, improve skills, and adapt to change.