JOB DESCRIPTION

**[Name]**

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>IT Systems Administrator</th>
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<tbody>
<tr>
<td>DEPARTMENT:</td>
<td>Information Technology</td>
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<tr>
<td>REPORTS TO:</td>
<td>Technology Operations Manager</td>
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<td>EFFECTIVE DATE:</td>
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<td>CLASSIFICATION:</td>
<td>Exempt</td>
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*** This position is based primarily in Kerrville, Texas ***

POSITION SUMMARY: Responsible for the day-to-day support of the H. E. Butt Foundation's server and network environments. Ensures the availability, reliability, capacity, performance, and security of IT infrastructure in accordance with industry best practices. Deploys, configures, maintains, and upgrades infrastructure hardware and software; conducts routine maintenance; maintains security policies; resolves Help Desk requests; and actively contributes technical guidance and support on multiple projects.

PROGRAM MISSION: The mission of the Information Technology Department is to provide secure, reliable, technology solutions and high-quality service delivery as inspired by the Foundation's Core Values of Stewardship, Hospitality, Unity, and Excellence.

ORGANIZATIONAL VALUES: Rooted in our Christian faith, daily work reflects the Values of Stewardship, Hospitality, Unity, and Excellence.

ESSENTIAL FUNCTIONS:

- Maintain existing Microsoft Windows server environment, including Microsoft Azure, Active Directory Services, Hyper-V, Office 365 E3
- Maintain existing Cisco LAN and Ubiquiti wireless network environments
- Support on-premise and cloud enterprise backup operations, actively contribute to business continuity and disaster recovery planning and testing
- Administer endpoint security AI-based tool for servers, Windows and Mac workstations for proactive threat prevention, support cybersecurity awareness initiatives as required
- Administer patch management tool and policies for servers, Windows and Mac workstations for optimal security, stability, and compliance
• Administer unified communications devices and software for phone, videoconferencing, SMS, fax, instant messaging for optimal collaboration
• Adhere to change management processes for proactive stakeholder communication and risk management for planned and unplanned maintenance
• Recommend and coordinate necessary infrastructure changes and upgrades with Network Architect to keep pace with both new technologies and the changing needs of the Foundation
• Actively contribute to the annual IT operating budget and reporting process, regularly monitor expenses and project costs, and facilitate contract renewals to prevent service lapses
• Provide Help Desk support to all Foundation staff in accordance with ITSM incident management best practices for optimally efficient and minimally disruptive issue resolutions
• Provide physical and virtual conference room and event technical planning and support as required

QUALIFICATIONS:
• Bachelor’s degree in related field and 3 years of applicable experience or 5 years of applicable experience
• Proficient with managing and maintaining hypervisor technologies such as Hyper-V and VMWare
• Proficient with Microsoft Active Directory and Azure AD configuration and administration
• Proficient in Cisco LAN Administration
• Possesses working knowledge of SolarWinds network management monitoring tool suite
• Proven experience deploying/upgrading WiFi access points
• Possesses working knowledge of enterprise backup and patch management methods
• MCSE, CompTIA A+, Network+, Server+, Security Certifications preferred
• SharePoint administration experience preferred
• Experience in endpoint management preferred (Windows 10, Mac OS X, iOS, Android)

COMPETENCIES-Knowledge, Skills, and Abilities:
• Ability to demonstrate strong verbal and written communication skills and problem-solving abilities
• Excellent customer service skills
• Exercises sound judgment and critical thinking when evaluating and selecting technical solutions, deployment methods, and evaluation criteria to achieve desired results
• Ability to adapt and effectively manage competing priorities
• Ability to work effectively either independently or within a team
• Ability to develop and proactively nurture good working relationships with Foundation staff, the IT community, and vendors
• Ability to document system procedures and processes as required
• Possesses understanding of disaster recovery and business continuity concepts and practices
• Demonstrates self-initiative, reliability, and consistently high-quality work output
• Ability to maintain confidentiality as required
• Ability to perform under high stress situations
• Willingness to provide and seek assistance in collaboration with other IT staff when appropriate

PHYSICAL REQUIREMENTS:
• While performing the duties of this job, the employee is regularly required to talk or hear
• Regularly required to climb ladders, walk, sit, use hands, and regularly lift more than 25 pounds. This position requires reaching balancing, stooping, crouching, crawling, and working in confined spaces
• Capable of working 8+ hour shifts occasionally
• Capable of traveling to work in various buildings in Kerrville, San Antonio, and in the Canyon

WORK ENVIRONMENT:
• This job operates in a professional office environment most of the time. This role routinely uses standard office equipment such as computers, phones, multi-function printers, filing cabinets, and fax machines.
• This job may also work in a camp or retreat setting. This requires the ability to work outside on uneven terrain and in varying weather and environmental conditions.
• Ability to occasionally work a varying schedule based on technology needs, including some weekends.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE SIGNATURE __________________________ DATE ____________

SUPERVISOR SIGNATURE __________________________ DATE ____________