



Job Description

Date: July 10, 2023

Job Title: Junior System Administrator

Department: Information Technology

Location of Job: Orlando, FL

Reporting Relationship: Director of Infrastructure and Support

Peers: IT Support Specialist, Lead IT Support Specialist, DevOps Engineer

Exemption Status: Exempt

Position Summary: The Junior System Administrator will be part of a customer service oriented infrastructure and support team. They will be focused more on the server & network level of infrastructure but will also assist the help desk from time to time. They will be part of the on site help desk support rotation. Ideal candidates will already have some experience with Windows and Linux servers but expert level knowledge is not required. They should have a hunger to continue learning new things and be open to figuring things on their own if needed. This position will work on lots of different technologies as part of a small team where everyone has several responsibilities. Having SharePoint administration experience is a definite nice to have.

Job Responsibilities:

1. Provide excellent customer service to our employees and volunteers.
2. Assist the team with Windows Server, Linux server, and networking projects.
3. Help with SharePoint. SharePoint experience is desired but not required.
4. Work with various business teams on integrating their business processes with our technological offerings.
5. Assist the Help Desk team in monitoring and resolving help desk tickets.
6. Be part of the on-site coverage rotation. This position will start in the office full time and may potentially transition to a hybrid schedule of on-site and remote. This is subject to change if Wycliffe Associates' business culture should shift back to in the office instead of hybrid.
7. Works on other tasks and projects as required.

Wycliffe Associates is a ministry, and our mission of Bible translation is a special calling. Wycliffe Associates trains Christians all over the world to become Bible translators and we seek to safeguard the integrity of the Scriptures through that process. While specific skills and experience are a major part of this role, what is most important to Wycliffe Associates, and to the Lord, is a person's heart. The person who fills this role should have a special calling from the Lord for ministry. In this role you are considered a minister of the gospel. For such a high calling, our lives and values should reflect that pure and holy calling. As we are told in 1 Peter 1: 15-16, "But just as He who called you is holy, so be holy in all you do, for it is written: 'Be holy, because I am holy.'"

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

- Three years' experience working in a technical support environment, supporting users on Windows 10/11, Microsoft Dynamics CRM, Microsoft Teams, security awareness training, and Office 365 highly desirable.
- Windows and Linux server administration in a mixed virtualized and container environment.
- Active Directory administration.
- Help Desk work such as password resets, account & computer provisioning, application installation & troubleshooting, license management, training end users with patience, etc.
- Basic understanding of networking functionality & troubleshooting.
- SharePoint Administration would be a huge plus.
- The ability to have many responsibilities. No big corporate silos here!
- Bachelor's degree preferred but not required.
- Detail oriented, must carefully complete tasks, avoiding mistakes and re-work. Must be independently motivated to perform responsibilities without supervision.
- Spiritual Bona Fide Occupational Qualification (BFOQ): Demonstrates desire and ability to support corporate Biblical and religious goals and participate in work related spiritual activities without mental reservation.

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. Keen attention to detail.
7. Ability to communicate effectively in oral and written form.
8. Ability to work effectively with a virtual team.
9. Has reliable transportation and can keep commitments.
10. Ability and desire to learn new technologies, improve skills, and adapt to change.

Wycliffe Associates makes employment decisions in accordance with applicable federal and state employment laws and regulations. As a religious organization, we are entitled to make employment decisions on the basis of religious beliefs and practices of the applicant or employee.