

IT Specialist - White Bear Lake, MN

Regular Full-Time

Admin Support Worker

White Bear Lake, MN, US

Requisition ID: 2609

Salary Range: \$50,000.00 To \$60,000.00 Annually

Pheasants Forever & Quail Forever

The Habitat Organization

JOB VACANCY ANNOUNCEMENT

IT Specialist

Location: National Headquarters - White Bear Lake, MN

Organizational Profile: Pheasants Forever and Quail Forever are non-profit organizations dedicated to the conservation of pheasants, quail and other wildlife through habitat improvements, public awareness, education, and land management policies and programs.

Summary:

This position will be within the IT department which includes the VP of IT, Director of IT, Director of Applications Development, IT Manager and Senior IT Specialist. This individual will be instrumental in assisting the Senior IT Specialist in maintaining and improving our IT infrastructure while providing confidentiality, integrity and availability of our systems to our staff and chapter volunteers. This individual will eventually take the lead in handling these responsibilities.

This position will report directly to the IT Manager.

Responsibilities:

- Provide support to all users including staff and chapter volunteers.
- Working with a variety of operating systems to include Windows OS, MacOS, iOS, Android, ChromeOS
- Employee Onboarding/Offboarding
 - Create/management/deactivation of user accounts, mailboxes, subscriptions, permissions, mail rules through Microsoft-based platform including but not limiting to Azure Active Directory/Active Directory and Exchange Online, Teams
 - Be able to effectively communicate status to Human Resources, hiring managers and recipients of these equipment or services.
- Responsible for the acquisition, configuration and distribution hardware and software for the organization
 - This includes recommending laptop/desktop configuration based on the needs of the staff

- Research and recommending software based on the needs of the staff
- Maintain inventory of hardware and maintenance records for laptops, desktop, switches, servers, UPS, etc
- Management and deployment of physical server, virtual machines using VMware and Azure, physical and virtual switches, physical and virtual firewall, printers, etc
- Setting up, maintaining backup procedures for physical servers, virtual machines, SQL database, SharePoint online, switch/router configuration
- Data restoration for SharePoint, virtual machine and implementation of disaster recovery through Veeam and Azure Services
- Analyze and isolate computer and network issues
- Maintain servers, desktop computers, printers, switches, firewalls, phones
- Assist in software deployment, security updates and system patching.
- Manage Phone system utilizing Osmosis and Microsoft Teams
- Support Warehouse shipping solution
- Be able to assist in training employees on setting up/using issued equipment and software
- Assist in documenting processes and procedures
- Perform on and off-site and remote technical support
- Serve as primary contact for all on-site related issues at home office
- Monitor and document network to ensure security and availability to users
- Other assigned duties

Desired Qualifications:

- Basic knowledge of Active Directory/Azure Active Directory/Exchange Online concepts and administration
- Window Servers 2008, 2012, 2016 administration
- Basic knowledge and skills working with network services such as DNS, DHCP, Printing, File Server, and Email
- Experience working with Windows 10/11, Microsoft Office 365 including Outlook, Teams Phone system, Excel and more
- Basic knowledge of computer components, hardware troubleshooting, hardware repair
- Experience working with MacOS, iOS is a plus
- Analytical and problem-solving skills
- Ability to provide support in-person or remote
- Self-learner and a willingness to learn new systems
- Ability to stand and sit for extended periods of time
- Ability to lift at minimum 40lbs with or without accommodation

Education:

- A degree/certificate in Information Technology or related field is preferred or at least 1 year of experience

Work Type:

Full Time, 40-hours/week

Hybrid in-office

Starting Salary:

The range for this position is \$50,000 to \$60,000 annually depending on experience.

Closing Date: November 8, 2024

Anticipated Start Date: January 2, 2025

To Apply: Visit the recruitment website at: www.pheasantsforever.org/jobs

ONLY ONLINE APPLICATIONS WILL BE ACCEPTED. Combine all of the following as a single file in either MS Word or Adobe Acrobat: 1) a cover letter, 2) a resume and 3) three references. For more information about the position, contact Mark Curwick, IT Director at 651-209-4994 or mcurwick@pheasantsforever.org

Pheasants Forever, Inc and Quail Forever is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as a qualified individual with disability, or any other category that may be protected by law.