The Alliance for Strong Families and Communities is a strategic action network of thousands of committed social sector leaders driving to achieve a healthy and equitable society. We aggregate the very best sector knowledge and serve as an incubator for learning and innovation to generate new solutions to the toughest problems. We accelerate change through dynamic leadership development and collective actions to ensure policies and systems provide equal access and opportunity for health and well-being, educational success, economic opportunity, and safety and permanency. The Alliance includes its social enterprise FEI Behavioral Health.

Summary
Under general direction of the Director, Information Technology the Information Technology Engineer develops, configures, maintains, supports, and optimizes all systems, server, and infrastructure, while maintaining security governance on all devices in accordance with regulatory policies. This includes Windows Server 2012r2, 2016 and 2019, Hyper-V, Azure, server hardware, software, and networking. The Information Technology Engineer is also responsible for second-level helpdesk support and rotating on-call responsibilities.

Essential Duties and Responsibilities including the following. Other duties may be assigned.

- Work with the IT Team to meet department goals, priorities and initiatives.
- Represent the IT Team with customers, peers, co-workers, and partners. Advise coworkers, consultants, and customers on operations and security.
- Administer daily infrastructure support, including change management requests, monitoring, and service requests.
- Troubleshoot customer support with desktop, server, and applications errors. Complete tickets and requests thoroughly and on a timely basis, and escalate issues as needed.
- Monitor and maintain service performance, including installation, upgrade, administration, troubleshooting, and planning enhancements for infrastructure systems.
- Document configuration and all changes, standard operation procedures, licensing and contracts to achieve compliance with IT policies and procedures.
- Advise coworkers, consultants, and customers on infrastructure operations and security practices.

Experience working with human serving nonprofits with understanding of nonprofit structure, operations, and culture and passion for advancing the capacity and influence of the nonprofit sector.
• Design, and under direction, lead projects to define and implement systems and infrastructure solutions. Create and manage project plans with goals of delivery on-time, within budget and scope.
• Demonstrate learning agility by enhancing technical knowledge through continued education and research.
• This position will have an on-call responsibility that it will share with the IT Team. It will require the employee remain within one hour’s travel of the Alliance for Strong Families and Communities company headquarters for alternating one-week periods, in order to facilitate response to developing technology infrastructure problems or activation of FEI’s crisis management center.

**Education and Experience**
Associate or bachelor’s degree in information technology or information systems; 1-3 years related experience and/or training; or equivalent combination of education and experience.

**Qualifications**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Strong experience with Microsoft systems
• Experience with Microsoft Visio and infrastructure diagrams.
• Experience with data centers, server infrastructure and Microsoft server environment.
• Experience with Office 365 Administration
• Experience with Cloud Services and Infrastructure using Azure
• Highly skilled at customer support, incident identification and problem solving.
• Skilled with patience, flexibility, and ability to handle pressure and distractions in open workspace environment.
• Skilled at analyzing and interpreting technical documents, procedures, and regulations.
• Excellent verbal, people skills, and the ability to work well in a team environment.
• Excellent written communication skills and detail-oriented and accurate.
• Strong working as a part of a team and independently, prioritize workload and perform duties under deadlines.
• Demonstrated solution-oriented mindset, forward-thinking and creative problem solving with high ethical standards and a positive professional image.
• Experience in healthcare or social service industries is a plus.
Competencies
To be successful in this position, one will need to exhibit the below competencies while performing job responsibilities

- **Drive for Results**: Focuses on executing consistent high-quality results; sets high standards for self; sets up feedback loops and monitors work flow to celebrate success, identifies problems early and develops solutions; focuses on the priorities; explores work challenges from all sides; works to continually improve operations and processes.

- **Personal Accountability**: Holds self-accountable for achieving goals and commitments; takes responsibility for own actions and for mistakes; willing to be a champion for new ideas; takes appropriate risks to meet goals and to address challenges and opportunities; open to feedback, suggestions, new ideas and facts; actively listens to and understands others; takes responsibility for understanding the goals of and supporting other departments.

- **Resilience**: Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.

- **Customer Focus**: Understands we are advocates for our customers and treats our network, colleagues, peers, funders, clients and partners as customers; continuously creating new initiatives to improve the overall customer experience and satisfaction; sees issues/customer concerns from customer’s point of view; builds positive, respectful, and trusting relationships with both internal and external customers; keeps customer success as a high priority.

- **Collaboration**: Seeks and enlists active participation of all internal and external customers in handling opportunities and challenges; builds strong working relationships with all stakeholders; addresses conflict immediately in an open, productive, trusting style; provides ongoing open flow of relevant information to team members and other stakeholders and strives for a balance of working independently and creating opportunity for input and feedback; seeks out and welcomes differences; embraces diversity.

- **Learning Agility**: Learns quickly from all types of situations and is able to adapt behavior to new situations to improve performance; spends time learning new skills and knowledge; takes risks in applying new ideas/thinking/approaches to opportunities and existing challenges; keeps updated on organizational and industry information/changes; studies and understands organization wide and industry trends and new research; collaborates with manager to create continuous development opportunities; analyzes successes and failures for areas of self-improvement; experiments with creative approaches to new opportunities and managing challenges.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10
pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Travel Expectations**

Travel is expected; approximately 5 days a year.

Approved By: Human Resources Specialist  Approved Date: June 8, 2020