

# Staff Position Description

**Title:** IT Technician & Jr. System Administrator

**Starting Salary Range:** The starting salary range for this position will be in the \$28.27/hr to \$29.06/hr range, depending on experience, education, and skills relevant to the position. Please note that the indicated starting salary range describes the range for an incumbent in this position. Most new staff generally start at the beginning of the range percentile to ensure internal salary equity.

**Location:** Fully remote eligible within the contiguous United States only, with preference given to applicants willing to relocate or work a hybrid schedule at the Durango, CO office.

**Status:** Full-Time, Non-Exempt

**Benefit Eligible:** Health, Vision, Dental, Short/Long-Term Disability, Basic Life Retirement, Paid Time Off, Supplemental benefits including critical care, pet insurance, supplemental life, and others.

**Reports to:** Information Technology Manager

**Posting Period:** Please apply before 2/7/2025.

## Organizational Summary:

Conservation Legacy is a nationwide non-profit. The Corps programs within the organization engage participants in diverse conservation and community projects that serve public and private lands. These projects provide opportunities for personal and professional development and strive toward a high priority of needs for public land managers and community partners. Through the mission of engaging future leaders who protect, restore and enhance our nation's lands through community-based service; Conservation Legacy works toward a world with healthy lands, air and water; thriving people and resilient communities.

## Position Summary:

The Information Technology Technician & Jr System Administrator is a pivotal role, responsible for providing comprehensive IT support to staff, primarily through email, phone, and video. This includes managing service desk tickets for level 1 and 2 support, monitoring and maintaining IT systems such as Microsoft 365, Exchange, Microsoft Teams, SharePoint, Intune, Entra ID, MS Defender ATP, and others. This role will be responsible for providing up-to-date documentation and training for in-office and remote staff. Additionally, this role will assist in system administration, including patching, updates, backups, account management, log monitoring, and implementation of basic security protocols. Approximately 60% of the position will be technician duties and 40% will be system administration duties.

## Outcomes & Functions of Position:

### IT Support:

- Support, monitor, test, and troubleshoot hardware and software problems across multiple locations.
- Assist in the onboarding and offboarding process by properly managing user accounts, permissions, etc.
- Install and configure workstations based on organizational needs, both on-site and remotely.
- Document, track, and monitor all issues using the organization's service desk software.

- Actively monitor and remediate any security or compliance incidents.
- Collaborate with team members to resolve and document unfamiliar issues.
- Prioritize and escalate issues for higher-level support as needed.
- Communicate with end users about system updates and changes.
- Develop training materials, documentation, and knowledge base articles.
- Develop regional super-users for support and training.

**Procurement, Assets, and Account Management:**

- Oversee computer and equipment procurement.
- Maintain an updated asset inventory of all hardware.
- Oversee all mobile devices, including iOS, iPadOS, and Android.
- Assist with new computer configuration.
- Manage cell phone accounts and ordering.
- Manage users and groups in various systems, ensuring appropriate permissions.

**System Administration:**

- Assist in patching and updates for operating systems and applications.
- Assist in monitoring and management of backup services.
- Assist in account provisioning, deprovisioning, and management for operating systems and applications.
- Assist in event and log monitoring.
- Assist in the implementation, documentation, and management of basic security protocols and processes.

**Organizational Advocacy**

- Successfully engages, leads and supports an inclusive work environment for those of underrepresented populations within the organization and the communities we serve.
- Leads and/or participates in organizational-wide teams, projects and initiatives that support the work of the Strategic Plans goals.
- Reports any potential complaints within the organization as identified in the Personnel Policy Manual.
- Assists or leads other responsibilities, as assigned.

**Our Commitment:**

*Conservation Legacy is committed to the full inclusion of all qualified individuals and will ensure that persons with disabilities are provided reasonable accommodations to perform essential job functions. Physical requirements may include periodic overnight travel, non-traditional work hours, ability to move across varied terrain, use program-specific tools and a range of technology on an infrequent or frequent basis. Exerting up to 25 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects. The ability to safely drive an organizational vehicle may also be required for some positions. If you need assistance and/or reasonable accommodation due to a disability during the application or recruiting process, please send a request to the hiring manager.*

**Qualifications:**

- Proficient in Microsoft Windows 10 and 11.
- Proficient with Microsoft 365, Exchange, SharePoint, Entra ID, Teams, and other cloud-based systems.
- Experience managing Microsoft Intune, Apple Business Manager, Android zero-touch, and other MDM services.
- Experience managing EDR solutions such as Microsoft Defender for Endpoint.
- Experience with IAM solutions such as IdP, SSO, MFA, etc.
- Ability to analyze, troubleshoot, and implement technology solutions.
- Two years of information systems operations experience.
- Experience with remote training development and delivery.
- Excellent customer service (soft skills) to interact with users of varying technical abilities.
- Ability to troubleshoot logically and methodically.
- Strong communication skills, able to express technical concepts to non-technical users.
- Attention to detail and ability to follow established procedures.
- Flexibility and adaptability in a changing work environment.
- Effective collaboration with diverse teams.
- Ability to manage complexity.
- Must pass the organization's background check.
- Valid Driver's License and insurable driving record.

**Other Competencies Desired for this Position's Success:** Manage Complexity, Resourceful, Effectively Communicate, Cultivate Innovation, Drive and/or Influence Results, Plans & Aligns.

**To Apply: Please submit a cover letter and resume to:**

<https://secure.entertimeonline.com/ta/conservationlegacy.careers?ShowJob=671616386>

*Conservation Legacy is an equal opportunity employer. We are committed to hiring a breadth of diverse professionals and encourage members of diverse groups to apply. This program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information, and military service. Where a significant portion of the population eligible to be served needs services or information in a language other than English, the recipient shall take reasonable steps to provide written material of the type ordinarily available to the public in appropriate languages.*

*We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you need assistance and/or reasonable accommodations due to a disability during the application or recruiting process, please send a request to the hiring manager.*