



Systems Administrator

Status: Exempt

Date: October 2018

Who We Are:

Education Commission of the States (ECS) partners with education policy leaders nationwide to address issues by sharing resources and expertise. We are proud to serve both the people who develop and implement education policy and the students who directly benefit from effective policy change. Every day, we provide education leaders with unbiased information and opportunities for collaboration because informed policymakers create better education policy.

We were named by *The Nonprofit Times* in both 2017 and 2018 as one of the **Top 50 Best Nonprofits to Work For**. In the surveys conducted, Education Commission of the States' employees expressed the strongest satisfaction in the categories of leadership and planning, role satisfaction, work environment, relationship with supervisor, pay and benefits, and overall engagement. We are an equal opportunity employer offering competitive salaries and an outstanding benefits package. ECS provides an exciting intellectual environment, a collegial workplace, flexible hours and an organizational structure that encourages teamwork.

Who You Are:

The system administrator's primary responsibilities are to (1) manage and oversee the organization's computer network, hardware, software and system security and (2) provide technical support and help desk assistance.

Essential Duties and Responsibilities:

1. Provide technical support for both hardware and software issues that users encounter.
2. Manage the configuration and operation of client-based computer operating systems.
3. Create and verify backups of data.
4. Respond to and resolve help desk requests.
5. Upgrade systems and manage information technology security protocols.
6. Manage infrastructure, including firewalls, malware protection software and other processes.
7. Manage Zoom rooms.
8. Inventory IT hardware and analyze and plan for hardware replacement.
9. Set up new users, installing and testing computer and telephone equipment.

Job Specifications:

- 2+ years of experience in system administration.
- Bachelor's degree in related field.
- Advanced knowledge of system vulnerabilities and security issues.
- IT project management.
- Excellent interpersonal and customer service skills with the ability to interact with staff at all levels.
- Microsoft or CompTIA Network certifications preferred.



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Your education policy team.

Supervisory Authority:

Does not have supervisory authority. Receives direct supervision.

Financial Authority:

Has no financial authority.

Communication:

Communicates daily with ECS staff, consultants and other constituents.

Physical/Cognitive Demands:

Must meet deadlines, make decisions quickly under pressure, assume independent responsibility, be able to troubleshoot, have sound judgment and be willing to support the ECS team.

Working Conditions:

The noise level in the work environment is usually moderate. Must be able to operate the following equipment: personal computer, telephone, copier and fax.

Compensation and Benefits:

ECS offers competitive compensation and benefits, including: health, dental, life, long-term disability and vision insurance; flexible spending account; health reimbursement account; and a yearly contribution to your 403b retirement plan. This position is located in Denver, CO. The salary range for this position is commensurate with experience.

Applying for the Position:

To be considered for this position, please send a resume, cover letter/e-mail to Kate Haggerty at khaggerty@ecs.org. The subject line of your e-mail should read "systems administrator."

Deadline to apply: All applications must be received by close of business on Friday, Nov. 2, 2018.

Education Commission of the States is an equal opportunity employer that believes in developing and supporting a diverse workforce.