

## Information Technology System Administrator

The National Park Foundation (NPF) is seeking a technology-savvy and motivated Information Technology System Administrator to work in the Finance and Administration department. The Information Technology Systems Administrator position requires an emphasis on problem and project management, as well as building and maintaining positive business relationships with other departments and end-users. This person will become an integral part of a burgeoning technology team and will work together with leadership to create positive experiences for all employees and ensure efficient and effective delivery of IT services.

### WORKING AT NPF

The National Park Foundation, in partnership with the National Park Service, enriches America's national parks and programs through private support, safeguarding our heritage and inspiring generations of national park enthusiasts.

In 1872 America did something unprecedented; it set aside more than one million acres of wilderness for the benefit and enjoyment of the people. For more than 100 years, citizen involvement and private philanthropy have helped to improve, preserve and protect America's national parks. Since it was established by Congress in 1967, NPF has sustained this legacy of private philanthropy. We are a small organization with a big mandate. Learn more about us at [www.nationalparks.org](http://www.nationalparks.org).

### RESPONSIBILITIES AND DUTIES

- Provide on-site and helpdesk support, system deployment, and administration for the Windows and Office 365 computing environment.
- Support multiple technology functions with minimal supervision including, but not limited to: problem determination, resolution and technical solution development.
- Responsible for the implementation, maintenance, troubleshooting, and support on Windows desktop operating systems and hardware.
- Troubleshoot and resolve hardware, connectivity, OS and application issues reported to the Help Desk. Escalate and pursue requests to vendor support as required.
- Perform root-cause analysis, identify areas of opportunity, propose ideas and develop and implement remediation plans to close gaps.
- Project ownership responsibilities to include: gathering requirements from diverse business units, documenting proper design, updating all required documentation for inventory management, and following through to project completion.
- Assist in capacity planning requirements at the direction of management.
- Interface with vendors on a regular basis to resolve technical issues and evaluate technology advancements.
- Monitor security alerts and remediate events as needed.
- Provide user-support and training as needed.

## ESSENTIAL EXPERIENCE, SKILLS AND COMPETENCIES

The ideal candidate should have the following:

- At least 2-4 years of experience on a Helpdesk team preferably with a mix of onsite and remote support
- Minimum of 2 years of desktop and Windows system administrator support
- 1-year hands-on MS Exchange experience
- 1-year hands-on experience with Office 365 administration.
- Active Directory and domain infrastructure, including DNS, DHCP, managing user accounts, active directory organizational units network policy services and group policies
- Experience with desktop imaging products (Windows Deployment Services, etc.)
- Experience with remote access/VPN as well as site to site VPN tunnels
- Excellent problem-solving skills, able to effectively troubleshoot issues remotely
- Exemplary customer service skills required
- BS, BA In a technical or related field from an accredited institution preferred
- 4+ years demonstrated success in IT or related field
- MCTS, MCITP, Security+, Network+, A+, etc. certifications are preferred
- Mission-driven organization experience a plus

## DESCRIPTION OF PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit. The employee is frequently required to talk and hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; and stoop, and/or kneel. The employee occasionally must push and/or move up to 10 pounds. Specific vision demands required for this job include close vision and ability to adjust focus.

## TO APPLY

Please apply through our [ADP WorkForceNow](#) site. If you experience technical difficulties during this process you may submit a cover letter and resume to [resumes@nationalparks.org](mailto:resumes@nationalparks.org) with the subject line "IT Sys Admin".

***National Park Foundation is an Equal Opportunity Employer.  
Candidates of all backgrounds are encouraged to apply.***