



JOB DESCRIPTION

Title: Junior Systems Administrator/Applications Administrator
Time Type: Full-time
Location: Troy, MI
Department: Information Technology

Revised: May 2021
Salary Level: 5

Job Summary

We are looking for a Junior Systems Administrator/Applications Administrator who will perform a variety of problem-solving, support, and vendor management tasks for our Information Technology Department. An individual in this position can resolve problems of a moderate level of complexity while referring more difficult problems to senior level personnel. The ideal candidate will have a customer-focused attitude and will enjoy working in a team (small team) environment. Excellent computer and communication skills essential for success.

Should understand, or be ready to learn, the mission, investment principles and philosophy of NAIC / BetterInvesting and how NAIC / BetterInvesting relates to its members and its volunteers. Understand, or be ready to learn, the value of NAIC volunteers and how to work well with them. Thoughts/ approach to investing must align with the core principles of the NAIC dba BetterInvesting.

About NAIC / BetterInvesting

As a nonprofit organization, our mission is to educate individual investors and investment clubs to become successful lifelong investors. You can read more about our organization, founded in 1951, at www.betterinvesting.org

Essential Duties

Junior Systems Administrator (50% of Duties)

- Help administer the company network and server systems. Provide internal help desk support along with training, and support functions for the end user community at BetterInvesting and wholly owned subsidiary, ICLUBcentral.
- Liaise with network users, development staff, and volunteers to communicate the status of problem resolution to users; log and track requests for assistance related to information technology supported systems.
- Evaluate and/or recommend the purchase of personal computers, peripheral equipment, and software; provide technical consulting services to department/organization regarding the use of computers and networks to satisfy business needs.
- Install, configure and maintain personal computers, workstations, file servers, Ethernet networks, network cabling, and other related equipment under the supervision of the network admin or other management.
- Provide support for user's personal (Bring Your Own Device) equipment, including laptops, tablets, cell phones and other related technology. Ensure these devices are properly screened and evaluated prior to the devices being allowed on the network.
- Perform software upgrades and desktop OS migrations as necessary.
- Monitor contracts under administration by the IT department.
- Provide basic administration of Avaya phone system including installation and setup of new users as well as basic messaging changes.
- Working knowledge of telecommunications equipment, hardware support for phone lines as needed.
- Document specific IT or end-user processes or procedures as necessary.



JOB DESCRIPTION

- Assist in on-site installation of network systems for users.

Applications Administrator (50% of Duties)

- Provide a second level of support to end users by handling service requests that have been escalated from call center staff.
- Become the lead Administrator on Applications support for products such as Interspire bulk email system, BetterInvesting Online Stock Tools, Magazine Apps, Office 365, MailEnable Mailing system, Epicor, SharePoint, and blogs.
- Provide basic HTML support for the development of web pages, bulk email, and FAQs.
- Participate in the preparation of FAQs, procedures and documentation for use by customer support or the end user
- May conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the customer-facing applications and create reports based on information provided from user surveys and trends.
- Conduct browser testing, functional testing and data validation testing for new or updated BetterInvesting or ICLUBcentral products.

Perform other related duties incidental to the work described herein.

Knowledge, Skills and Abilities

Adaptability: Ability to adjust to a variety of situations; is flexible and receptive to change; able to modify behaviors.

Communication: Expresses ideas effectively, adjusting language or terminology to the needs of the listener. Communications are clear, concise and courteous.

Decision Making: Ability to obtain and use pertinent information to solve problems and make appropriate decisions.

Dependability: Willingness to take on assignments and be held accountable; reliable in completing assignments and meeting deadlines.

Interpersonal: Works harmoniously with others; cooperative, a team player; shares clear and helpful information; honors commitments.

Job Knowledge: Demonstrates a command of information, materials, equipment and techniques required for the job.

Desirable Experience: Two years' experience with computer operations, network communication systems or in a setting with exposure to computers. Familiar with a variety of software including Windows Server and Desktop Operating Systems, Microsoft products, and Anti-Virus software. Familiar with Internet software applications. Experience with Macintosh and Linux/Unix highly desirable.

Preferred Education: Communications and analytical skills normally acquired through an Associate's Degree or sufficient technical/college-level coursework in mathematics, computer science or a related field, or equivalent technical training in a computer-related



JOB DESCRIPTION

field. Alternatively, an equivalent combination of relevant education and/or experience.

Knowledge:

Have the technical understanding of the following in order to be able to explain it to someone who is technologically illiterate: TCP/IP, SMTP, DHCP, DNS, VLAN, SIP, and PRI.

We are an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. We are committed to a policy of equal opportunity for all persons and do not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, disability, religion, height, weight, or veteran status.

To apply, email us at careers@betterinvesting.org

This job description does not list all the duties of the job. Management sometimes assigns additional duties. This job description may be revised at any time. The job description is not a contract for employment, and either the employee or the employer may terminate employment at any time, for any reason.