



JOB ANNOUNCEMENT
(Please Post)

Junior Systems Administrator
Executive Office
Sacramento, California
Full-Time
Permanent

POSITION: Junior Systems Administrator

TO APPLY: Send cover letter describing interest in the position, résumé, and three professional references (including name, title, telephone number and email) to:

Kelvin Jefferson, Manager of Information and Technology
517 12th Street
Sacramento, CA 95814
kjefferson@lsnc.net

If sending application via email, please attach materials as a single PDF.

APPLICATION DEADLINE: December 31, 2024

START DATE: To be determined

ORGANIZATION DESCRIPTION:

Founded in 1956, Legal Services of Northern California (LSNC) provides high quality civil legal assistance to people with low income, older adults and persons with disabilities in more than 23 northern California counties. LSNC has eight field offices and several special projects. LSNC has offices in Auburn, Chico, Eureka, Nevada City, Redding, Sacramento, Ukiah, Vallejo and Woodland.

RESPONSIBILITIES:

Under the direction of the Manager of Information and Technology, the Junior Systems Administrator assists with the installation, configuration, maintenance, and troubleshooting of IT systems and infrastructure. This role is essential in ensuring the smooth operation of hardware, software, and network components, supporting the IT department's daily operations. The position requires occasional travel within northern California to LSNC field office locations.

1. Network management (primary duty): Help maintain and monitor the organization's local area network (LAN), wide area network (WAN), and wireless networks.
2. System updates (primary duty): Assist with system updates, patches, and configuration changes, ensuring systems are secure and up-to-date.
3. Salesforce administration support (primary duty): Assist in managing Salesforce users, roles, profiles, and permissions to ensure smooth operations and data integrity, and create office-specific and programwide reports in collaboration with advocacy staff and managers.
4. Backup and recovery (primary duty): Participate in the implementation of system backups and disaster recovery plans to ensure data integrity and availability.
5. System support (secondary duty): Assist in monitoring, maintaining, and troubleshooting hardware and software systems, including servers, workstations, and network devices to ensure that they are reliable, secure and available.
6. User support (secondary duty): Provide first-level technical support for users by responding to help desk tickets, diagnosing issues, and resolving technical problems promptly.
7. Zoom VoIP support (secondary duty): Assist in setting up, configuring, and troubleshooting Zoom VoIP phone systems, ensuring proper call routing, voice quality, and integration with other systems. Provide user support for VoIP-related issues.
8. Hardware setup (secondary duty): Assist with the installation, configuration, and maintenance of desktop computers, laptops, printers, and other peripherals.
9. Asset management (secondary duty): Help track and manage IT assets, ensuring proper inventory and lifecycle management.
10. Training (secondary duty): Provide basic training to end-users on hardware, software applications, and Salesforce as needed.
11. Security: Support the implementation of security measures, including antivirus, firewalls, and user authentication systems.
12. Documentation: Maintain accurate technical documentation of systems, procedures, and configurations.
13. Collaboration: Work closely with senior IT staff to resolve complex issues and improve system performance.
14. Occasional travel to LSNC offices for IT support.
15. Other duties as assigned.

QUALIFICATIONS

KNOWLEDGE/SKILLS:

Experience with Microsoft Active Directory and Office 365; Proficient in basic Salesforce administration with the capability to obtain certification; Basic knowledge of Microsoft Azure and Intune; Basic knowledge of Windows operating systems; Familiarity with networking concepts (IP addressing, DNS, DHCP, etc.); Strong problem-solving skills, attention to detail, and the ability to work independently and within a small team environment.

EDUCATION/EXPERIENCE:

Degree or equivalent certification in Computer Science, Information Technology, or a related field. Two or more years of experience in network systems management or IT support. Salesforce Administrator or associate certifications are preferred but not required. Candidates must be willing to obtain relevant Salesforce certifications within six months of hire.

SALARY: \$6,029 (Step 1) to \$7,530 per month, DOE
See LSNC's Policy on Salary Scales and Scale Placement at www.lsn.net/jobs

BENEFITS: Legal Services of Northern California offers an excellent fringe benefit plan.

LSNC IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER THAT VALUES THE DIVERSITY OF ITS STAFF AND SEEKS TO FOSTER A CULTURE OF INCLUSIVITY AND BELONGING. LSNC ENCOURAGES WOMEN, NON-BINARY AND TRANSGENDER PEOPLE, PEOPLE OF COLOR, PEOPLE WITH DISABILITIES, OLDER PEOPLE, AND LESBIAN, GAY, BISEXUAL, PANSEXUAL AND QUEER PEOPLE TO APPLY.