



theorchardefc.org

**JOB TITLE:** IT Systems Analyst – Full Time w/Benefits

**REPORTS TO:** IT Coordinator

**PURPOSE:**

The Orchard is seeking an experienced information technology resource to join our central staff. The primary role of the IT Systems Analyst is to provide end user computing support to internal users which includes incident diagnosis, project related work, case management tasks and documenting technology solutions. This person will work in collaboration with the IT Coordinator to develop and assess strategic priorities. This role is responsible for the support of laptop/desktop hardware, software, and peripheral devices owned and operated by The Orchard. While primarily an IT role, this person will also be required to provide training and implementation of new hardware and software applications. This role also supports and manages the telecommunications system. This person must have a demonstrated ability to solve problems with workstation and software technologies. They must be a strong team player, able to collaborate with other members of the staff and our technology partners. They must also have a strong desire to interact with all other employees to provide technical support and training as needed.

**RESPONSIBILITIES**

- Survey/Inventory workstations, switches, firewalls, and other network devices to ensure accurate records and compliance with security policy.
- Ensure employee workstation systems and applications are maintained and updated utilizing approved images, processes, procedures, and workflows including security controls.
- Work closely with the IT Managed Service Provider to ensure end-user network and communications needs are being met.
- Provide telephone, desk-side or online support to remediate user issues as needed.
- Provide and maintain training resources for end user software applications.
- Analyze technical issues to determine root cause and appropriate remediation through IT provider support desk ticket system reports.
- Assist in the identification, implementation and, where needed, documentation of remediation activities for laptop, desktop, and peripheral issues.
- Input into Continuous Service Improvement for delivery of services, including process enhancements, Knowledge Base articles, and user training material
- Build and maintain strong relationships and awareness with team and cross functional colleagues and key stakeholders.
- Assist with Servers, LAN/WAN technologies, networks, virus protection, Wi-Fi technology, and other IT projects.
- Assist with recommendations regarding end user application enhancements.
- Set up equipment for new hires.
- Other duties as assigned.

## QUALIFICATIONS

- Relevant Experience, and at least an associate degree or higher, in Computer Science, Information Systems, or a related field.
- Microsoft Certification desirable along with Office 365 administrator experience.
- 3+ Years' related experience
- Ability to multitask, prioritize, and manage time efficiently.
- Troubleshooting experience including hardware, software, and system implementations
- Knowledge and experience with the following technologies:
  - Cloud based software
  - Microsoft Office 365
  - End-user connectivity with cell phones and remote access software
  - Desktop Connectivity
  - Telecommunications systems
  - Customer Relationship Management CRM systems
- Willingness and ability to learn and support new systems and applications.
- Excellent communication and teamwork skills (oral, written, listening).
- Ability to collaborate effectively at various organizational levels and across functional areas (i.e., business, and technical).
- Experience and knowledge of various business technologies.

## WORKING CONDITIONS

- Typical conditions for a professional office environment.
- Primary work location – Barrington Central Office
- Ability to travel regionally to multiple church campus locations in Chicago metropolitan area (AH, Itasca, Northfield, Marengo, VH)
- Ability to work outside normal business hours for occasional projects that require network downtime

## PHYSICAL REQUIREMENTS

- Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, lifting, pushing, and pulling. Ability to lift 50 lbs.

**To apply for this position call Michelle Brza, HR Coordinator, at 847.852.2225, or send your cover letter and resume to [hr@theorchardefc.org](mailto:hr@theorchardefc.org)**

July 2022