



American Baptist Home Mission Societies (ABHMS) Is Searching for a Senior IT Operations Associate

American Baptist Home Mission Societies has a vision of a better world. A world transformed by the healing power of the Gospel. A world transformed by passionate American Baptist leaders and disciples who are creating and building ministries that meet human needs. To bring the healing Gospel to our hurting world, we seek new and creative opportunities for cultivating Christian leaders from all walks of life, for equipping disciples who broaden the understanding of what it means to follow Jesus, and for working on behalf of freedom, justice and the biblical ideals of Beloved Community.

Why does ABHMS need a Senior IT Operations Associate?

ABHMS' Senior IT Operations Associate (SITOA) is primarily responsible to assist the Director of IT Management with the operations, management and delivery of information technology computing and networking services for ABHMS. This is a "hands-on" position responsible for day to day IT operations, which includes but is not limited to, PC hardware/software, laptops, mobile devices, servers, printers, copiers, VoIP phones, and network devices. The Senior IT Operations Associate is a highly motivated and customer-focused professional with a comprehensive knowledge of information technology in order to support the internal IT infrastructure and helps ensure all computer systems meet operational needs and service level targets. The Senior IT Operations Associate also participates in the evaluation and selection of IT equipment, software applications and supplies. A key responsibility of the SITOA is project management for IT projects. The Senior IT Operations Associate is responsible for changes and updates to the web and system infrastructure platforms.

The IT Operations Associate is part of an integrated team that includes the IT Assistant, both of whom report to the Director of IT Management. The IT Operations Associate is a full-time Valley-Forge based position.

Essential Duties & Responsibilities

- Providing day-to-day operations and maintenance of the organization's computing and networking technology
- Provide support and resolutions on the implementation, testing, deployment and integration of computer and network systems
- Coordinate network software and hardware upgrades
- Provide reports to IT management director regarding network system performance, utilization and compliance
- Troubleshoot LAN/WAN performance, connectivity and related network problems
- Administer the operation of all LAN/WAN-related network services per company policies and procedures
- Document network infrastructure and design
- Maintain accurate documentation of ABHMS IT infrastructure and generate reports as requested
- Provide internal support to Microsoft Office 365 and SharePoint environment
- Provide internal support to internal Microsoft network and domain
- Assist in configuring and deploying collaboration tools for project engagements (e.g. Basecamp, MS Projects, SharePoint, etc.)
- Other relevant duties, as assigned

Education and Experience

- Commitment to ABHMS values and mission.
- Bachelor's degree in information technology or a technical discipline (e.g. engineering, technical certifications).
- A minimum of 5 years of experience in the technology field and at least 3 years technology management experience.
- Exemplary customer service focus.
- Analytical thinking and problem-solving skills.
- Experience with vendor management, managing helpdesk and datacenter operations.
- Proficient Knowledge of Microsoft Office Suite, Computer Networking, Server Virtualization.
- Effective writing and communication skills including the ability to provide guidance and support to both technical and non-technical audiences.
- Ability to take initiative and independently manage several tasks and projects simultaneously with exemplary attention to detail.
- Ability to work effectively and collaboratively in a diverse and multi-cultural team environment.

- Strong knowledge of ITIL Foundation and standard IT operational service delivery framework.
- Knowledge of web technologies including HTML, CSS, WordPress.
- Experience in supporting and maintaining PC, printers, and networking technologies.
- Experience in using and supporting social and collaborative platforms (e.g. SharePoint, Yammer, etc.)
- Proficient knowledge of SharePoint, Basic Network, VoIP, Windows Server, Virtual Machine, and Network Domain and Active Directory administration.
- Experience with Microsoft Office 365 Administration and Windows Networking.
- Knowledge and experience in using Service Desk platforms – including maintaining accurate records of work requests, project status notes, and other related metrics.

ABHMS is a great place to work! We offer an excellent compensation package: competitive salary and benefits (health insurance, paid time off and paid sick time, participation in a fully-vested 403b). ABHMS provides the support needed to continue to develop our staff's knowledge, skills and abilities along their chosen career path consistent with ABHMS' missional priorities and objectives. We offer a safe, professional work environment located at 588 North Gulph Road in King of Prussia, PA.

Apply Now <http://abhms.org/apply>

Application Deadline: November 17 2017