

Functional Area:	Office of the Vice President for Finance: Administrative Services and Operations		
Job Title:	IT Generalist 3	Position Title:	IT and Systems Administration Specialist
Reports to:	Desktop Support Manager	Prepared On:	September 2021, Job #20108
Pay Grade: 9	Salary Range: \$98,000 – \$118,000	Hours per week/status: 40/Exempt	

GENERAL OVERVIEW

The Office of the Vice President for Finance (VPF) works to advance MIT's mission by supporting thoughtful stewardship and effective deployment of the Institute's financial resources. Forward-thinking and future-oriented, this 165-person office is working to create a seamless administrative experience for MIT colleagues and make it easier for them to comply with grant, accounting, and other applicable rules. VPF also seeks to enhance the quality of financial information available to MIT and is focused on providing services that are readily adaptable to the evolving demands of an increasingly global Institute. A team-oriented office, VPF strives to exemplify financial and administrative excellence and the highest levels of integrity, inclusiveness, and accountability.

POSITION OVERVIEW STATEMENT

The IT and Systems Administration Specialist will partner with the Desktop Support Manager on planning and implementing overall Information Technology (IT) support for VPF staff. The individual in this role will be the technical lead on the IT aspects of projects across VPF. She/he will participate in the design, development, configuration and implementation of IT solutions, assemble and access data from various sources and provide innovative solutions to improve business processes. She/He will participate in VPF-wide initiatives and lead the planning and implementation of complex new technologies to inform strategic decision making impacting VPF users. Will partner on the planning, configuration and installation of new software, hardware and network systems, both for daily use and for new VPF systems or process implementation projects. Will provide advanced troubleshooting and end-user/customer support to a variety of technology issues for VPF including software, hardware, website administration and network connectivity. Will help design and develop solutions using new technologies for VPF users.

PRINCIPAL DUTIES AND RESPONSIBILITIES (ESSENTIAL FUNCTIONS)

- Partners with senior management to define and create VPF's evolving IT strategy in a hybrid workplace
- Provides senior-level contribution for the design, development, architecture, and implementation of VPF's critical IT applications
- Serves as technical lead on the IT aspects of projects across VPF
- Participates in and/or lead multiple complex IT projects. Projects may range from smaller scale VPF-specific projects to larger scale projects with institute-wide impact.
- Translates high-level business requirements into well thought-out solutions that meet VPF's business and technical needs as defined by the organizational leaders and stakeholders
- Delivers reports and analytics that will aid key decisions by VPF leadership
- Partners with VPF leadership team to address and identify IT needs
- Is responsible for requirement gathering, writing functional specifications, system and data analysis, and support for implementation of VPF's key IT projects to align with VPF financial short-term and long-term strategic initiatives
- Provides advanced troubleshooting of hardware, software, web browsers, desktop applications, and other applications

- Identifies areas of opportunity and creates action plans and project scopes to address analytical and reporting needs
- Takes ownership for developing, documenting, and maintaining repeatable processes
- Performs technical analysis of complex software/hardware, using diagnostic tools to track efficient computing operations
- Makes recommendations for software/hardware purchases and upgrades considering evaluation of new offerings and the impact of proposed vendor changes to existing service (either via projects, initiatives, or releases)
- Researches and evaluates emerging technology, industry, and market trends to assist in project development and/or operational activities.
- Reviews audits on network security and recommend improvements
- Maintains authorizations for IT systems and servers
- Works closely with the Communications team on updates to the VPF website, troubleshoots issues, manages ticket traffic with web development team
- Maintains and provides system administration for VPF servers related to the desktop computing environment
- Administers accounts on cloud services for staff as applicable (e.g., Slack, CrashPlan, KnowBe4)
- Prepares software packages for deployment to VPF staff for both automatic and self-service installation
- Maintains and administers system backups for VPF desktop/laptop computers and the department file server (including partial or complete file and/or system restores when necessary)
- Ensures VPF computers are operating with all recommended MIT security protocols
- Ensures secure erasure and disposal or reuse of retired computer equipment
- Stays up to date on new technologies, best practices of network and enterprise security, and VPF's technical requirements within industry standards
- Provides support for VPF multifunction printing devices and coordinates vendor repair support
- Is available after hours, as needed
- Other duties as assigned

QUALIFICATIONS

Required:

- A Bachelor's degree in a related field or comparable experience
- Minimum of seven years' experience supporting hardware and software for Windows and Macintosh platforms
- Minimum two years' web administration experience
- Expertise in content management systems and web programming frameworks
- Deep knowledge of IT standards/policies
- Experience planning capacity, configuration, and installation of software, hardware, and network systems
- Demonstrated experience leading complex technical projects with strict deadlines
- Expert knowledge of networking technologies pertaining to desktop systems connectivity and troubleshooting
- Experience working with content management systems, preferably Drupal
- Collaborative customer satisfaction orientation, problem solving skills, positive attitude, initiative, and sound judgment
- Knowledge of networking technologies pertaining to desktop system connectivity and troubleshooting
- Superb troubleshooting abilities, excellent time management, prioritization, and planning skills
- Team player with ability to communicate to colleagues at all levels of organization
- Ability to convey complex technical information in nontechnical terms
- Ability to influence and lead stakeholders to ensure VPF technical needs are both considered and met
- High level of diplomacy and sensitivity to VPF needs
- Willingness to keep up to date with technological knowledge and skills
- Ability to work effectively in a department setting

- Must be able to lift and move computer equipment weighing up to 50 pounds

Preferred:

- Strong experience with Outlook and Exchange, Windows Automated Installation, Group Policy Management, Print Server administration, BitLocker whole disk encryption, Drupal, and enterprise backup
- Familiarity with SAP
- Familiarity with database systems
- Familiarity with Amazon Web Services (AWS), robotic process automation, and other cutting-edge systems
- CompTIA A+ Certification
- Current Apple Certified Support Professional certification

SUPERVISION RECEIVED

Receives supervision from Desktop Support Manager and the Director of Administrative Services and Operations. Will also serve on projects with direction from other VPF Directors.

SUPERVISION EXERCISED

None

Remote Work: MIT is committed to supporting a safe and equitable workplace. MIT and VPF are developing guidance, policies, and models for returning to work on campus in the fall. As of August 2021, this position is designated as one that can be performed in a hybrid model of zero to one days per week remote, four to five days per week in the office, and is subject to change.

A background check (including checking criminal records) will be required for the final candidate.

MIT is unable to provide work authorization and/or visa sponsorship for this position.

This position has a 6-month probationary period for new employees to the Institute.

MIT considers equivalent combinations of experience and education for certain jobs. All candidates who believe they possess equivalent experience and education are encouraged to apply.

VPF benefits from a diverse and engaged workplace and seeks to further enhance our community by employing individuals from varied backgrounds. VPF actively supports MIT's commitment to advancing a respectful and caring community that embraces diversity and empowers everyone to learn and do their best.

MIT is an equal employment opportunity employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.