# SYSTEM ADMINISTRATOR

COMPENSATION: $65,000 - $85,000+
FLSA: Exempt
LOCATION: Boston, MA
CONTACT: jobs@naca.com or 617-250-6222 ext.1221
BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more
WEBSITE: www.naca.com

## NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over $15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low-to-moderate income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

## SYSTEM ADMINISTRATOR

The System Administrator is responsible for the day-to-day operation of NACA's computer networks. They organize, supervise, and oversee the installation and support of NACA's computer systems, local area networks (LANs), wide area networks (WANs), network segments, intranets, and other data communication systems.

System Administrators serve as the primary technical expert in the administration of NACA's complex network operating systems. System Administrators are responsible for the installation,

configuration, administration, monitoring, and security of NACA's servers and related systems thereby achieving a high degree of performance and reliability of essential business applications.

The System Administrator possesses a thorough understanding of Linux, Microsoft Server, and virtualization technologies. They are responsible for the daily administrative duties involved in supporting, maintaining, monitoring, and configuring servers composed of physical and virtual infrastructure components. Other responsibilities include the technical planning, implementation, maintenance, and recovery procedures for mission critical enterprise systems.

## JOB RESPONSIBILITIES

- Ensures the availability of client/server applications by configuring new implementations and developing processes and procedures for ongoing management of the virtual environment.
- Installs, modifies, and maintains system and application software on server computer systems.
- Identifies, troubleshoots, and resolves hardware and software problems on servers and workstations.
- Plans and implements server upgrades, maintenance fixes, and vendor-supplied security patches.
- Recommends and executes modifications to the server environment to improve efficiency, reliability, and performance.
- Performs SAN file system configuration and management tasks.
- Develops procedures, programs, and documentation for backup and restoration of server operating systems and server-based applications.
- Monitors and tests system security logging and provides performance statistics and reports.
- Coordinates and collaborates with various departments using business management applications to ensure availability, reliability, scalability, and security of corporate data.
- Creates, maintains, and manages Microsoft Active Directory user accounts.
- Establishes guidelines and methods for the installation and management of network operating systems, disk arrays, enterprise switches, routers, tape libraries and other components.
- Ensures high levels of performance and availability of mission critical network resources.
- Participates in the installation, upgrade, diagnostics and repair of structured cabling.
- Manages the data center and network host systems including hardware, software, and related equipment.
- Assists in overseeing the security, integrity, and safety of server and network systems within the data center.
- Develops and maintains training materials and server documentation.
- Stays current with technological developments in systems administration applications and recommends ways for NACA to take advantage of new technologies.
- Perform on-call responsibilities for support of critical infrastructure as required.
- Escalates business impacting incidents as necessary.

- Assist with the help-desk for staff to address the full range of IT issues.
- Other related duties as assigned.

**TIME DEMANDS:**

The System Administrator must be able to meet the demands of the job that consists of 50+ hours a week. This is a demanding position requiring dedication and the willingness and ability to work long hours including evenings and weekends. Some national travel is expected.

**COMPENSATION:**

The salary range is $65,000 - $85,000+ based on experience, skills, degrees and certifications. The candidate's performance evaluation and future compensation is largely based on meeting the Job Responsibilities, Competencies and Skills stated herein.

# JOB QUALIFICATIONS

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The Core Competencies & Skills are described in detail at www.naca.com.

**EDUCATION & CERTIFICATIONS:**

- A degree in Computer Science or related discipline; or equivalent experience and/or Certifications.
- Relevant experience may substitute for the degree requirement on a year for year basis. Five years' work experience in complex systems design, programming and systems software and support.

**EXPERIENCE & SKILLS:**

- Knowledge of: operating systems, current equipment and technologies in use, enterprise backup and recovery procedures, and system performance monitoring tools; effective project management techniques, principles, and practices.
- Ability to: Plan, organize and document complex system design activities and to configure systems to be consistent with institutional policies/procedures; communicate technical/complex information both verbally and in writing; establish and maintain cooperation, understanding, trust and credibility; perform multiple tasks concurrently and respond to emergency situations effectively.
- Strong network administration skills.
- Problem solving abilities, experience resolving technical issues and providing technical support.

- Strong verbal and written communications skills are required, including a calm courteous professional demeanor.
- Ability to work under pressure with only general supervision.

## APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating a Counselor for any reason or no reason with employment on an "at-will" basis.