

JOB DESCRIPTION

TITLE: Jr. Systems Administrator
STATUS: Permanent // Part-time employee (20 Hours/ Week)
LOCATION: Antioch, CA
REPORTS TO: COO
COMPENSATION: \$28.00-\$30.00/ Hour

POSITION SUMMARY

The Brighter Beginnings Jr. Systems Administrator will be working under the supervision of the COO. The Jr. Systems Administrator will support organization-wide operational items such as onboarding new hires and resolving support tickets and tracking equipment. Will support program databases and applications for our programs in Oakland and with our clinics. Will provide insights and innovation around various services and data driven information requests.

QUALIFICATIONS:

JOB QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree (B. A.) from a four-year college or university or equivalent in Business or Information Systems. A minimum of an Associate's degree preferred.
2. Two to three years of administrative experience and/or training preferred. Or equivalent combination of education and experience.
3. Experience with Databases and customization preferred.
4. Support experience with Microsoft 365 and Google Workspace.
5. Support experience with VOIP, general network troubleshooting and business apps/workflows.
6. Highly organized, with absolute attention to detail.
7. Excellent oral, written and interpersonal communication skills.
8. Strong time management skills, with an ability to handle multiple requests simultaneously and respond quickly.
9. Flexible, adaptive to change.
10. High level of confidentiality.
11. Driving record free of accidents, moving violations, or points.

RESPONSIBILITIES:

1. Onboarding new hires and provide training on effectively utilizing various programs and databases.
2. Off board employees the Google environment as needed to ensure google groups, logins, and computers are properly handled.
3. Respond promptly and professionally to IT ticket requests, employing problem solving skills to find resolutions.
4. Support the maintenance of laptops, licenses, printers/copiers, Intermedia IP phones, BB cell phones.
5. Assist in auditing network user accounts in Microsoft 365, Google Workspace and other platforms.
6. Supports with company-wide compliance for HIPAA and PCI regulations
7. Provide HIPAA/ Cyber security training for new hires and conduct annual training for all staff.
8. Assist and maintain the EClinicalworks, and any other databases, serving as the main point of contact for questions and customizations.
9. Be the point of contact for the databases for questions and customizations, meeting as needed to assess the needs of the programs.
10. Assist in training staff on how to use the database and support staff with any questions during implementation.
11. Manually input other data needed to complete client's profiles.

12. Assist with network maintenance and troubleshooting.
13. Maintain equipment list and other IT related databases.
14. Fulfill any other duties as assigned.
15. Employee will be required to report to other sites as needed (Oakland, Richmond, Bay Point)
16. Position will require traveling via personal vehicle and may require some weekends.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

SPECIAL ADA REQUIREMENTS

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodations when necessary.

1. For the purposes of ADA, the “Responsibilities” and “Qualifications” are essential job functions.
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

Note: This job description may be subject to modifications and additions as deemed necessary by the organization.