

Second Shift Systems Administrator- Remote Position based in Tacoma, WA

FrontStream is seeking a Second Shift Systems Administrator to join our IT team (Night-Shift, Remote). This position combines Helpdesk and System Administration responsibilities. The position reports to the Director, Infrastructure and IT Operations.

Company Overview:

FrontStream is the industry leading organization of SaaS fundraising solutions for nonprofits. We provide an integrated, enterprise-wide fundraising platform for all your fundraising, auction, donor management, corporate social responsibility (CSR), and payment processing needs via our leading social innovation products. Our team is collaborative, enthusiastic, and delivers on our promises.

Over 10,000 nonprofit and corporate customers use our Intelligent Engagement Platform. We have been serving the nonprofit sector for more than a decade, and we love what we do!

Position Overview:

The night-shift Systems Administrator is responsible for diagnosing any reported outages or issues pertaining to our production & corporate environment. The administrator performs basic troubleshooting steps to remedy any technical issues and escalates more complex issues to the on-call Systems Engineers. When not involved with production support tasks the Administrator performs off-hour maintenance of Corporate Systems and other Helpdesk Support functions encompassing a wide variety of technical duties and responsibilities.

An ideal candidate:

- Will possess an unparalleled instinct for troubleshooting and desire to learn new skills.
- Can work independently with little to no supervision
- Exceptional analytical and problem-solving skills.
- Possess a structured, methodical approach to systems administration

This is a dynamic, fast paced environment. Candidates will be expected to manage several projects simultaneously in addition to providing limited after-hours support.

Job Description:

- Emergency Tier 1-2 support for customer facing production environments.
- Assist with code deployments to production environments
- Maintenance of networks, hardware and software
- Management of corporate servers (Active Directory, Exchange, SharePoint, WSUS)
- Patch management, host hardening and system backups
- Desktop/laptop imaging and rebuilds

- PC user support and troubleshooting (a few Macs too)
- New Hire Orientation training (for laptop and IT services)
- End-User/Printer Troubleshooting
- VPN Access for Remote Users
- End-User Security
- Documenting, implementation and improvement of processes and procedures

Qualification Requirements:

- At least 2 years working as a Windows Systems Administrator
- Bachelor's degree or 2+ years relevant work experience in lieu of degree
- Excellent written and verbal communication and outstanding customer service skills
- Must work well under sustained pressure
- Work/Fulfil tasks/deliverables with limited supervision
- Ability to work in a dynamic, fast paced environment where requirements and priorities change quickly

Technical Requirements/Experience:

- Hands-on enterprise technical experience supporting Windows 2008 and Windows7
- Practice with AD, Group Policy design and implementation

Nice to have Experience:

- Financial services work experience, particularly maintaining systems in accordance with PCI
- Experience with Windows scripting technologies such as WMI, WSH, ADSI, VBS and PowerShell
- Server Virtualization Technologies
- Knowledge of Networking, Routing and Switching Technologies
- Current Microsoft certification(s)
- Knowledge of components/services including DNS, DHCP, PRINT SERVICES
- US Army Information Technology Specialist (25B) or equivalent MOS

The company is headquartered in Reston, VA with offices in Cambridge, MA, Lancaster, PA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references and salary history to: careers@frontstream.com with "**SystemAdmin2- REM**" in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in the United States.