



American Baptist Home Mission Societies (ABHMS) are looking for an **IT Infrastructure Associate**

Why do we need an IT Infrastructure Associate? This position serves as the lead IT staff member focusing on supporting the organizational networking and systems infrastructure (sourcing, installation and maintenance of the computer hardware and software that make up the IT infrastructure, including all the associated printers, scanners, servers and networking equipment), and as a technical support analyst for ABHMS. This position is full-time and is available immediately, reporting to the Director of IT Management. The successful candidate will need to be within commuting distance of King of Prussia, Pa., as the position is based in the corporate offices of ABHMS.

Primary Duties and Responsibilities

Infrastructure

- **Networking** – Support, sustain, and mitigate rising problems for the network infrastructure. Ensure all servers, routers, UPS's, access points, routers, and other network hardware are operational to support current and future requirements. Actively work with organizational contractors in support of organizational server systems.
- **Hardware** – Maintain inventory, offer recommendations for improvement, troubleshoot and resolve problems, and ensure all onsite IT related hardware functions properly. Utilize Microsoft InTune, MS AutoPilot, Azure Active Directory, and other MS related utilities to image and support organizational desktops, laptops, and tablets locally and remotely, and support integrated VoIP systems.
- **Software Maintenance** – Ensuring all software required is available, installed & imaged properly, correctly licensed to organizational users. Maintain up-to-date inventories of company software, including key codes/access passwords.
- **Backup Strategies** – Ensure that the appropriate levels of back up are established and operational in order that the company will not suffer loss of data for any reason. Responsible for ensuring that a disaster recovery plan is in place and is ready to be put into immediate action.
- *Annually maintain and obtain new certifications relevant to job duties.*

Technical Support

- Configuration, administration, and troubleshooting of organizational desktops, laptops, tablets, printers, and VOIP phones.
- Manage the IT ticketing system create service/trouble tickets and establishes a level of priority for each ticket/request and assigns them out based on severity
- Troubleshoot and resolve tickets submitted through the organizational help desk to drive IT service delivery efficiency
- Setup, maintenance, and implementation of online and hybrid video conferencing & zoom rooms administration across the organization.
- Provide training, support and orientation to ABHMS staff on use of equipment, software, and other technical resources
- Serves as back-up for support and administration of Microsoft computer networking and domain administration

Knowledge, Skills, and Experiences

- Commitment to the mission, vision, and values of ABHMS.
- A passion for working with religious professionals.
- Demonstrable experience of network management and desktop/laptop/mobile device support.
- Demonstrable experience of Windows server and desktop administration, network security principles, VPN, Firewall, and best practices.
- Experience managing VOIP services, MS Teams / Skype for Business, or related online telephony system administration.
- Working knowledge and experience utilizing MS Active Directory services, Office 365 Administration; preferred experience using MS Intune, MS Autopilot, MS Exchange administration, MS SharePoint administration, and MS Teams administration.
- Able to work collaboratively and sustain effective working relationships with diverse colleagues.
- Able to organize their own work and time productively.
- Bachelor's degree and/or relevant experience in related discipline.
- Self-motivated with an ability to work collaboratively and in teams.
- Strong professional ethics and sensitivity to confidentiality.
- Fluency in cultural sensitivity and cultural competency.
- Able to work additional hours during peak times.
- Appropriate certifications not required but greatly valued.

Who are we? Founded in 1832, the American Baptist Home Mission Societies (ABHMS) has a long history of meeting human needs and empowering individuals, institutions, churches, and communities to share faith, concern, and resources to improve the quality of life for all people.

ABHMS is an equal opportunity employer and practices non-discrimination. ABHMS offers a progressive work environment with competitive compensation, comprehensive employee benefits package – including health insurance, retirement plan, life insurance, paid vacation, and sick days plus Christmas week off.

ABHMS provides staff with the support needed to continue, developing knowledge, skills, and abilities along their chosen career path consistent with ABHMS's missional priorities and objectives.

If you are interested in applying, please send a **Cover Letter** and **Current Resumé** to HRMatters@abhms.org as soon as possible. We will begin reviewing candidates on March 17 2022.