

SOUTHERN ARIZONA AIDS FOUNDATION

Network Associate JOB DESCRIPTION

Scope of Work: The Network Associate is responsible for providing day to day support for the systems administrator and the operations manager. The Network Associate assists with inventory control of IT assets, triaging front end user IT issues, and provides administrative support for Operations Manager. This is a full-time, forty (40) hours per week, non-exempt position.

Functional Responsibilities:

Information Technology Tasks

- Assigns, tracks, and manages SAAF's internal ticket system
- Manages SAAF's backups
- Assists with deploying desktop machines for end-users
- Assists with adding, removing, and updating user account information, resetting passwords, etc.
- Troubleshoots and diagnoses network, server, and desktop computer-related problems
- Assists users with efficient and proper usage of software/hardware
- Assists Systems Administrator with evaluating, recommending, configuring, testing, and installing servers, personal computers, peripherals and related devices
- Provides technical and analytical assistance to departments as requested
- Evaluates, recommends, and integrates new technologies
- Prepares IT office supply request for all SAAF offices

Operational Tasks

- Assists with processing of outgoing and incoming mail and deliveries. Delivers interoffice mail to local offices daily
- Assists with processing incoming cash and/or check donations
- Performs other duties as assigned
- Reports to the Operations Manager

Minimum Qualifications:

- 2 years of experience working with computer systems and applications in an office environment
- Knowledge of Active Directory and Exchange platform
- Understanding of basic wired/wireless networking and satellite network connections
- Understanding of and honor of concept of confidentiality
- Demonstration of initiative, resourcefulness and ability to work independently
- Ability to lift 20 pounds
- Ability to work effectively with a wide variety of individuals including volunteers, staff members, clients, and general public
- Access to a reliable vehicle, a valid AZ Driver's License and a driving record that will be supported by our liability insurance provider
- Sensitivity to cultural and personal differences in age, ethnicity, and lifestyle essential

Preferred Qualifications:

- Associate's degree in Computer Science or related field
- Experience working in a non-profit organization

Compensation: Minimum \$18.00/hour, DOE; benefits include health, dental, and life insurance; long- and short-term disability insurance.

To Apply: Submit letter of interest, resume with dates of employment, and names, addresses, and phone numbers of three professional references to the Director of HR, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, or email to hr@saaf.org, or visit www.saaf.org. Open until filled.

Affirmative Action: The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

Start Date: As soon as possible