abcd

NETWORK ADMINISTRATOR I

Responsible for the maintenance, security and support of all workstations and some servers, firewalls, and switches. Understand the necessity of data security standards. Determine and assess the needs for current and future equipment upgrades and replacements, specific to users, sites and system requirements. Research, create and assess software, operating system features and addition products to assist in network, user and software management. Create and maintain detailed documentation, diagrams, and procedures to support network infrastructure. Verify daily backups with scheduled rotation of tapes both on and off-site. Provide technical training to all users. Monitor and maintain security and application patching. Perform other related duties as required.

Minimum high school diploma/GED with additional certification. 1-3 years experience as a Support Technician. Comptia A+ certification. Microsoft, Cisco, and additional Comptia certification a plus. Experience supporting Windows 2000, XP, and 7 client environments, and troubleshooting and administering Active Directory. VMWare infrastructure and exposure to enterprise-level backup technologies and strategies (specific expertise in Backup Exec) ideal. Experience supporting Symantec Antivirus Products and knowledge of DNS, DHCP, WINS, TCP/IP, LDAP, and SNMP basics. Excellent communication skills and strong knowledge of Business Applications (i.e. Microsoft Word, Excel, Project, Visio, etc). Fundamental understanding of TCP/IP networking and Massachusetts Data Security laws. Ability to prioritize multiple tasks effectively. Ability to travel to multiple Boston neighborhood sites.

PROGRAMMER / DATABASE ADMINISTRATOR

Responsible for the maintenance and administration of agency client tracking systems. Understand the data collection and reporting requirements of individual community action programs and community action agencies in general. Evaluate data collection systems for efficiency and effectiveness. Monitor and evaluate data backup procedure and recovery plans. Identify system deficiencies and recommend and implement solutions. Understand the necessity of and contribute to data collection standards. Monitor data collection systems for data quality. Develop best practices and documentation, and train staff. Serve as a technical resource for staff. Perform other related duties as required.

Minimum high school diploma/GED with additional certification. 3-5 years relational database programmer/administrator experience. Strong familiarity with data security laws. Understanding of relational database concepts and proficiency with physical and logical database design. Ability to write effective queries. Experience developing reports using industry-standard tools such as Microsoft SQL Server Reporting Services, Crystal, etc. Experience with at least one relational database management system. Experience administering or developing data system in non-profit, government, or corporate environment. Proficiency in at least one programming language (Java, C/C++, ASP.NET (C#), PHP, or Python) preferred. Skilled generalist and high comfort level with wide array of computing tools and practices.

HELP DESK SUPPORT SPECIALIST

Provide first level technical software and hardware support to all the agency's networked users. Respond to requests for technical assistance via phone, electronically and on site. Diagnose and resolve technical hardware and software issues. Research questions using available information resources. Follow standard help desk procedures and log all help desk interactions. Redirect problems to appropriate resources. Identify and escalate situations requiring urgent attention. Track and route problems and requests. Document resolutions. Stay current with system information, changes and updates. Identify system deficiencies and recommend solutions. Perform other related duties as required.

Minimum Associate's degree in Computer Science or related field, or equivalent experience. Up to 12 months of related experience. Microsoft, Cisco, and additional Comptia certification a plus. Experience with Windows 2000, XP, and 7 operating systems. Experience resolving operating system and software issues. Exposure to Active Directory, remote desktop technologies, and the fundamentals of TCP/IP networking ideal. Knowledge of email software, browsing the Internet and common applications such as Microsoft Office.

**All applications and inquiries should be directed to
the Human Resources Department,**

178 Tremont St. Boston, MA 02111, Fax: (617) 423-7693, or email hr@bostonabcd.org

Please visit our website at www.bostonabcd.org for additional employment listings.

ABCD Inc. is an equal opportunity employer actively seeking applications under its affirmative action program.