



**Position:** Sr. Systems Specialist  
**Reports to:** Director, IT  
**FLSA Classification:** Exempt  
**Department:** Finance/Campus Operations  
**Full/Part Time:** Full-time

**Organization Summary:**

Jewish Federation of Palm Beach County is a 501(c)3 nonprofit organization dedicated to transforming, inspiring and saving lives in the Palm Beaches and 70 countries around the world. Each year, Jewish Federation inspires thousands of community members to contribute, volunteer and participate in programs that generate more than \$30 million to leading a powerful impact in the community.

**Position Summary:**

This work involves implementing, operating, maintaining, interfacing, and updating multiple on-prem and cloud-based information systems, and providing support to staff and customers. Duties include the administration of on-prem and cloud-based systems about 60% of the time, with the other 40% supporting users and Helpdesk staff with various tasks and projects.

**Essential Duties and Responsibilities:**

- Interprets system software, hardware, and application malfunctions related to performance and functionality; proactively diagnoses problems and takes the necessary effective action within established protocols.
- Monitors and follows priorities and plans an optimum and accurate course of action to ensure that deadlines are met.
- Reviews processes and procedures for possible problems and makes corrective recommendations.
- Assists in keeping the department informed of potential issues with maintaining a high level of support.
- Operates a variety of IT and multimedia event tools and equipment.
- Keeps professional skills updated and consistent with information systems technology.
- Communicates clearly and concisely, both verbally and in writing.
- Writes operating procedures.
- Participates in the implementation of new hardware and software.
- Working events as a technical lead for audio/video production.
- Provides backup of HelpDesk services, as needed.
- Other duties as assigned.

**Qualifications and Success Factors:**

- Associate degree in Computer Science and/or applicable technical certifications required, Bachelor degree preferred.
- Three or more years enterprise desktop/infrastructure support experience or equivalent combination of relevant education, experience, and skills required.
- Excellent organizational and communication skills.
- Excellent customer service skills.
- Excellent time management skills to handle multiple priorities while keeping the team informed.
- Excellent Windows based PC troubleshooting skills required.
- Strong knowledge of basic office computing, including MS Office (Outlook, Word, Excel, PowerPoint, Teams), Zoom and basic database skills required.
- Strong attention to detail and an organized, methodical approach to work.
- Considerable knowledge of on-prem operating systems and cloud-based software and management.
- Considerable knowledge of principles and practices surrounding production system best practices.



- Considerable knowledge of production systems analysis and troubleshooting.
- Considerable knowledge of Office365 environment
- Knowledge of networking technologies and ability to diagnose a networking failure that results in unavailable service to the customer and the ability to take appropriate steps to correct them.
- Knowledge of firewall principles and best practices.
- Experience with VOIP phone systems.
- Experience with Zoom and/or other teleconference systems.
- Experience with Audio/Visual equipment is a plus.
- Familiarity with OBS Studio is a plus.
- Must be able to pass Level 2 background check.
- Must maintain valid Florida driver's license.
- Must be able to work off-shift hours including nights and weekends, as needed.
- Must be able to lift and carry at least 50 lbs. and be able to set up computers.

**Work Environment:**

Position is eligible to work from home occasionally in accordance with Federation policies. When working from home, employee must:

- Follow all Federation policies and procedures,
- Be available to other employees during Federation's normal business hours,
- Not work from a public place (e.g. coffee shop, library, etc.) and/or join a public, unsecure wi-fi network when working with sensitive or confidential information,
- Coordinate with IT department to maintain appropriate computer equipment and connectivity.

***The Jewish Federation of Palm Beach County is an Equal Opportunity Employer.***

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time at the Federation's discretion. Employment is at-will, and this job description is not an employment contract and nothing herein shall be deemed to create in any way whatsoever an employment contract.

To apply online, please visit our career's [page](#). Or email your resume and cover letter to: [HRrsvp@jewishpalmbeach.org](mailto:HRrsvp@jewishpalmbeach.org).

**NO CALLS, PLEASE.**