

Information Technology Analyst

Are you a person who wants to have their Christian faith as a significant part of their daily work?

Are you a go-getter who enjoys creating solutions to challenging technical problems?

Do you believe that technology is meant to empower people to effectively accomplish their jobs?

If so, we would like to talk with you. Water Missions International is building a best-in-class internal technical support team and we need your help to do it right.

Who We Are

Water Missions International is a nonprofit Christian engineering organization providing sustainable safe water and sanitation solutions for people in developing countries and disaster areas. Safe water is the source of life. It is the foundation for health, education and viable economies. Through the generous support of individuals, churches, our corporate partners and many others, Water Missions International has brought relief and hope to more than 2.5 million people across the globe. Today, Water Missions International (WMI) provides access to safe water for over 2 million people throughout the world. Additionally, WMI operates 10 country programs in South America, Africa and Asia and has served 52 different countries on 5 different continents. Our faith and belief in the sanctity of life compel us to develop and implement the best technologies and community development programs so God will be honored and glorified through our work. Our mission is to be a best in class Christian engineering ministry that transforms lives through sustainable safe water solutions.

Still interested? Please see the Position Purpose below.

The Information Technology Analyst is responsible for a pro-active approach to building and maintaining reliable information technology services and supporting Water Missions International staff in the application and use of these services. On a larger scale, the Information Technology Analyst is responsible for data security and protecting Water Missions information.

Position Roles and Responsibilities

- Infrastructure support
 - o Troubleshoot technical issues that come up (Windows Server, PC, Mac, networking, security), communicate progress and document solutions
 - o Maintain a regular computer and software upgrade cycle for staff and server environment
 - o Maintain and improve vmware virtualized servers (Server 2008R2 and 2012R2) and storage area network
 - o Purchase and set up new IT equipment and software licenses for Charleston and international staff
 - o Monitor computers in the office for systems that are: not patched, unprotected or provide evidence of poor performance and resolve the issues
 - o Monitor and maintain internet, networking and phone equipment

- o Maintain backups and a complete disaster response plan
 - o Research, test and analyze new hardware and software
 - o Set up and maintain IT equipment in conference rooms and help with facility's IT improvements
 - o Create implementation procedures for IT improvements and communicate changes to affected users
- Staff support
 - o Train staff ("teach a man to fish") in the best use of available technology and create video tutorials of solutions to common IT issues
 - o Gather feedback from staff on how technology could better enable them to complete their jobs
 - o Complete audits of international programs IT environments
 - o Support Information Systems Manager with special projects

Position Qualifications

- AS or BS in Information Technology, Business, Technology or related field
- Suitable, equivalent experience in lieu of degree will be considered
- 0-2 years successful experience in technical support or systems administration
- Must have strong troubleshooting, problem solving and analytical skills with excellent attention to detail
- Must have ability to manage priorities well and adjust to urgent requests
- Must have ability to create and follow IT processes
- Must be an organized and effective planner
- Must possess creativity with solving problems with resource constraints
- Must also have strong verbal and written communications skills

Interested, qualified applicants should apply at: <http://www.watermissions.org/employment>