



IT Lead

This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.

Work Team: Business
Reports To: Director of Data & Technology
Position Classification: Employee
Length of Service: 2-year commitment

POSITION SUMMARY

Holden Village is a remote community located in the North Cascade mountains that is growing and developing our IT Infrastructure.

The IT department is responsible for all aspects and technical components of the IT Infrastructure in the village, from server patching and management, storage monitoring, networking, security, Active Directory, DNS as well as end user training, troubleshooting and support.

Candidates need to have a strong technical background as well as the ability to provide support to end users and instruction as necessary. This role functions as part of a team with other Leads, other department managers. The ability to communicate clearly and respond in a timely manner are valued skills. Given the remote nature of Holden Village, much of the technical support needs to be supplied from the IT Team with access to remote resources for assistance.

MAJOR FUNCTIONS

Specific responsibilities include but are not limited to the following:

- Manage user infrastructure in Active Directory & Google Workspace
- Support end users, oversee Help Desk, and offer direct assistance as needed
- Perform routine hardware maintenance on servers, printers, VOIP Phones and network equipment
- Monitor storage and backups of critical systems
- Help prepare annual IT budget, including hardware and software

- Maintain an inventory of IT and media equipment
- Recommend repairs and replacements to the IT Director
- Troubleshoot communication issues, application performance and hardware problems that may arise
- Lead and plan projects for IT infrastructure
- Provide off hours coverage

KNOWLEDGE AND SKILLS REQUIREMENTS

Specific knowledge and skills include but are not limited to the following:

- Understand Windows Desktop and Server operating systems in physical and virtual environments
- Experience managing Windows Active Directory as well as DNS
- Basic understanding of Linux command line interface
- Understand computer networks and TCP/IP Communication
- Demonstrated IT technical support experience and troubleshooting excellence
- Patient, helpful, teaching approach to engage with users' varying levels of technical knowledge
- Proactive, anticipate needs and changes. Excellent planning and organizational skills
- Ability to positively lead and supervise short-term IT/Media volunteers that include a wide variety of ages, skills, and abilities.
- Sound judgment, creative problem solving, flexibility, and decision-making abilities
- Ability to actively shift priorities in a dynamic work environment
- Experience with recording equipment, microphones, projectors, and other AV-related equipment desirable

COMMUNITY EXPECTATIONS (particular knowledge/skills related to living and working in the Holden Village community)

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months and 1-year on staff.
- Pledges to work in ways that support and fulfill Holden Village's [Mission, Vision and Values](#) and commits to the terms of the Staff Agreement
- Abides by Holden Village's [Community Health Protocols and Practices](#).
- Extends genuine hospitality to all villagers.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the [Strategic Plan](#)
- Be a community leader and role model by serving the village in roles such as First Response Team, Fire Response, sacred space/worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.
- Commits to staying up-to date on all required vaccinations, including COVID-19.

COMPENSATION & BENEFITS

As an Employee, you are eligible for the following compensation and benefits:

- \$1650/month stipend
- Meals, housing, utilities, internet access provided
- Health insurance (dental and vision available)
- Basic life insurance
- Simple IRA account
- Life Flight membership (emergency helicopter transportation based on medical need)
- Generous “out” days, and friend and family guest policy
- 14 one-way boat tickets per year
- Bonus commensurate with the length of service, and health insurance COBRA, upon completion of term
- Access to amazing hiking opportunities, community events, teaching sessions, art studios, and other educational opportunities!