Mission
To invest in the dreams of families in the world’s underserved communities as we proclaim and live the Gospel.

Method
We share the hope of Christ as we provide biblically based training, saving services, and loans that restore dignity and break the cycle of poverty.

Motivation
The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

IT Systems and Network Administrator

JOB DESCRIPTION
The IT systems administrator is responsible for the effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.

LOCATION: Lancaster, PA
DEPARTMENT: IT
REPORTS TO: Director of IT
BAND: Professional
STATUS: Exempt/Full-time, domestic
FULL SUMMARY

The IT Systems and Network Administrator is responsible for the planning, implementation, maintenance, and support of HOPE International’s server and network infrastructure.

RESPONSIBILITIES

Promote and contribute to the fulfillment of HOPE International’s mission and vision.

IT Infrastructure

Responsible for the maintenance, configuration, and reliable operation of computer systems, network, servers, and virtualization

Install, patch, and upgrade computer components and software, manage virtual servers, and integrate automation processes

Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues

Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures

Responsible for capacity, storage planning, and database performance

Configure and support endpoint management tools, such as Microsoft Intune and VMWare Workspace ONE

Maintain Active Directory, Azure Active Directory, and Exchange architectures

Support overseas offices’ IT needs as necessary, reviewing field IT infrastructure and proactively planning with the field to bring their offices up to IT dashboard compliance

QUALIFICATIONS

Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

Bachelor’s degree preferred, with a technical major, such as engineering or computer science

Systems Administration/System Engineer certification in Microsoft (or equivalent experience)

3–4 years System Administration/Network Administration experience

International experience preferred (but not required)
HOW TO APPLY

Apply online at https://www.hopeinternational.org/take-action/careers. Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquiries.