

Systems Administrator

New York, NY

15 Months to Permanent

The Gulf Coast Oil Spill Coping Hotline (GCOSCH) is a disaster mental health response service that is delivered through a network of crisis intervention call centers located in the disaster affected areas. The Hotline is administered through the Mental Health Association of New York City via Link2Health Solutions, their subsidiary, who has the existing telephony, IT technology and other technical expertise that will support the launch of this new network.

This project offers a unique opportunity for team members to participate in creative and meaningful work in support of those suffering with the emotional after effects of the economic and environmental damage resulting from the April 20, 2010 Deepwater Horizon oil well explosion and subsequent massive oil spill in the Gulf of Mexico. Services will be delivered through the telephone hotline network, SMS communications and additional new media technology including social networking platforms created to reach a broad range of affected individuals in the Gulf Coast region affected by the oil spill. The region is currently identified as including the states of Louisiana, Mississippi, Alabama, Florida and to a limited extent, Texas.

Qualified job applicants will be invited to join the launch of the GCOSCH for a 15 month time frame to provide the IT technology, communications and training needs of the administrator and the participating crisis intervention call centers, with the possibility of the position becoming permanent.

Job Description:

The systems administrator is charged with installing, supporting and maintaining servers and other computer systems, and planning for and responding to service outages and other problems. Reports directly to the National Suicide Prevention Lifeline IT Director with general oversight of all Gulf Coast Oil Spill Coping Hotline functions provided by the Director of the GCOSCH.

Duties:

- Develop and maintain documentation detailing project systems.
- Develop and maintain backup policy and regularly test restore capability.
- Develop and maintain patch and update policy
- Develop and maintain security and intrusion detection policy
- Provide level 3 support for project staff (15)
- Assist in design and implementation of new systems as needed, and participate in planning for future.

Requirements:

- BS degree (or equivalent experience) in Computer Science, Computer Engineering or related discipline with a minimum 3 years experience performing system administration
- Windows Server 2003 - 2008 Administration and Management
- Active Directory Administration and Management
- DNS, DHCP, Group Policy Administration
- Backup Administration (practical experience with at least one of the following: Backup Exec, NTbackup, Netbackup, Arserve, etc)

Desired:

- SQL Server 2005 – 2008 Administration
- IIS7 Administration
- SharePoint Administration
- Hyper-V
- Terminal Services Gateway
- Dell Server Hardware Experience.
- Any of these: (MCITP, MCTS, MCSE, MCSA, CCNA, CCSP, etc.)
- Windows 7 administration
- PowerShell or other scripting

Personal Qualities:

The applicant must exhibit attention to the stress and urgency of the identified service delivery and act to respond with immediate communications (where assigned) and swift resolution/troubleshooting in support of operations. Must also be available to participate in 24/7 support rotation schedule.

Travel: less than 5%

Schedule: 100%, 35 hours per week

Please send resumé, cover letter and salary requirements to nspl@mhaofnyc.org. No phone calls please.