



Information Technology Administrator

AFSCME Maryland Council 3 represents over 50,000 workers who work in public service. AFSCME members keep our public universities and community colleges running, maintain our libraries and museums, care for the elderly, provide social services to those in need, represent defendants in court, work in correctional facilities, provide support in our schools, drive our school buses, and maintain our parks and roads. We organize in the workplace and fight for dignity, respect, and a fair standard of living for all public service workers in Maryland.

AFSCME Maryland Council 3 is seeking an **Information Technology Administrator** to support and maintain a range of technology systems. This role involves managing Windows desktops and laptops, printers, Microsoft server-based equipment, storage systems, Office 365, and cloud services. This manager will work across office and field locations, supporting both hardware and software infrastructure. will report to the Baltimore office. This position is not eligible for teleworking or hybrid schedule.

The Job:

- Maintain servers and peripheral devices, performing routine maintenance.
- Monitor network server status using automated tools and resolve issues as needed.
- Install operating system patches and software tools for network maintenance.
- Perform upgrades and install support packs for various hardware.
- Install and maintain network-related hardware including PCs, servers, and storage systems.
- Document cable systems and maintain cabling and power distribution charts.
- Use Microsoft Windows and Office applications to interact with systems and applications.
- Provide technical support for hardware and software issues, including remote support.
- Maintain accurate records of work performed and project status updates.
- Maintain accurate inventory of all computers, printers, cell phones, and other IT equipment owned by the Council and assigned to staff or offices.
- Stay informed on emerging technologies through professional development.
- Provides support to users by investigating and resolving user problems with a wide variety of hardware including networked PCs, printers, PC peripherals, monitors, servers, backup systems, routers, switches, and other hardware. Provides remote and online support to remote sites with all the above.
- Participate in the development and implementation of security and disaster recovery plans.
- Conduct essential cybersecurity tasks.
- Recommend improvements to operational procedures and standards.
- Perform additional duties as assigned.

Qualifications:

What we are looking for:

- Bachelor's degree preferably in Information Systems, Information Technology, or Computer Science from an accredited institution or certification in network management from a technical institution.
- Minimum of five (5) years of experience in IT systems management, end-user support, and infrastructure management.

- Proficiency in Microsoft and network operating systems.
- Coursework in LAN implementation, wireless networking, troubleshooting, and storage networks.
- Microsoft Certified Systems Engineer (MCSE) certification is preferred.
- Experience with hardware configuration, cable setup, BIOS upgrades, and support pack applications.
- Familiarity with electronic communications setup and administration.
- Understanding of client/server operations, Windows OS, and LAN concepts.
- Experience with Office 365 and enterprise backup software.
- Knowledge of encryption technologies and secure file transfer.
- Strong documentation and procedural development skills.
- Ability to work under pressure and meet deadlines.
- Effective verbal and written communication skills.
- Familiarity with internet communications, firewall setup, and IP networking.
- Strong customer service, problem-solving, and data entry skills.
- Ability to do some weekend and evening work and occasionally travel statewide.
- Valid driver's license required.

The salary range for this position is \$78,000 - \$99,000. Benefits include fully paid comprehensive single or family health insurance (medical, dental, prescription, and optical), 3 weeks paid vacation, 15 paid holidays, 12 sick days, pension, 401k, and life insurance. Women and people of color are strongly encouraged to apply.

To apply, email a cover letter and resume to recruiting@afscmemd.org.

AFSCME Maryland Council 3 is an equal opportunity employer. We do not discriminate based on race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity, disability, or any other protected status under applicable law.