

Organizational Goals:

As an employer, New Hope Community recognizes our staff are the driving force behind the realization of our mission and is wholly committed to investing in this most valuable resource. Equally, we are committed to "lifting up" the lives of the incredible people who have chosen New Hope Community as their home and/or their service provider. Our vision is to reimagine workforce and programmatic experiences that celebrate a life best lived. We are committed to building dynamic, healthy people practices - not just for today but for future generations.

Manager, End User Services - Role Overview:

In this newly created role, the Manager, End User Services will report to the Director of IT and be responsible for the administration and support of the end user compute environment within New Hope Community.

Essential Characteristics and Responsibilities:

- Responsible for managing the IT- End User Services team.
- Ability to plan, implement, manage, and support a Windows Server / Windows 10 & 11 compute environment.
- Advanced level understanding of Windows administration tools including Active Directory, DNS, Group Policy, DHCP and others.
- Experience working with Microsoft 365 and a Hybrid configured environment is highly desired.
- Experience working with VMWare, Hyper-Visor or another server virtualization technology.
- Ability to create and maintain network documentation including LAN/WAN topology.
- Responsible for patch management of all networking and server equipment.
- Provide network and systems support for all NHC resources.
- All other duties as assigned by the Director of IT.

Qualifications:

Education:

- A Bachelor's degree in Computer Science, Information Systems or a related technology field with 5+ years of Experience OR an Associate's degree in a technology field and 7+ years of IT experience.
- A Cisco, Microsoft MCSA/MTA or CompTIA certification in at least 1 technology field is a plus.

Experience:

- Minimum 5 years of experience with a proven track record in a systems administration or a network support role. Experience in a health care setting is desirable, specifically in technology and information systems management. At least 1 year of previous supervisory experience is preferred but willing to consider a well-rounded individual contributor, looking to step into management.

Why would I want to work at New Hope Community?

New Hope Community is a dynamic organization providing the highest quality of programs and services to people with intellectual and developmental disabilities. With a reputation as one of the region's best employers, New Hope promotes from within and thrives on a diverse workforce dedicated to improving the lives of the people it serves.

As a premier employer in Sullivan County, employing approximately 650 staff members. Our staff members enjoy a large variety of benefits including; Excellent Hourly Wages, Bonuses, In-Depth Training, Advancement Opportunities, Health and Fitness Classes, FREE Medical Insurance, Dental Insurance and Vision Insurance. Additionally, New Hope provides Identity Fraud Protection, Term Life Insurance, Tuition Reimbursement, and so much more!

Start your career with New Hope Community, Work where it matters!