Job Title: SYSTEMS ADMINISTRATOR w/HelpDesk Oversight  
Reports To: Designated Supervisor, Partners

ABOUT AO:

WE are better together.

Here at AO you’re not just a number, you’re family. We believe in casual Fridays, company sponsored events, annual holiday parties, picnics, bowling and more. As the host of Toastmasters International, we seek to expand one’s confidence in public speaking, leadership and teamwork while providing both professional and personal growth. With collaborative work spaces and driven coworkers AO welcomes creativity, learning, and lasting relationships.

Since its founding in 1974, AO has evolved from a 2 man single office to an award winning full service firm spanning a campus of 5 buildings in Orange and 1 office in San Diego, an engaged staff of 290+ souls and 10 Studios (Multifamily, Retail, Hospitality, Restaurant, Mixed Use, Office, Industrial, Parking, Landscape and Global Design). Just like Historic Old Towne Orange where we are located, AO is family focused, hardworking and built to last. AO believes in the power of relationship. Everything we do is motivated by what it takes to be effective and successful for our clients. We value service, our people, a roll up your sleeves attitude and continuous improvement. If you are young in your career, come grow with us. If experienced, come get better with us. There is no one like you, and there is no place like AO.

SUMMARY: To perform various functions to support the organization’s Information Technology department.

ESSENTIAL DUTIES & RESPONSIBILITIES
A combination of all or most of these essential duties are expected of the Systems Administrator position within AO:

INFORMATION SYSTEMS SUPPORT:
• Assist the IT committee in planning and implementing of additions, deletions and major modifications to the supporting infrastructure in coordination with corporate leadership
• Monitor and manage security measures from endpoints to firewalls and cloud services
• Manage and monitor information system infrastructure to anticipate future network needs
• Identify proactive solutions to meet any future network needs and implement solutions with a focus on automation via scripting and other processes.
• Work with Design Technology team on implementation and deployment of software to all studios
• Work with the IT committee to execute the workplace modernization plan
• Must be comfortable with Office 365

TELEPHONE SYSTEM MANAGEMENT:
• Manage organization’s telephone system including any applicable upgrade efforts

HELPDESK ADMINISTRATION:
• Work with junior help desk staff to and resolve escalated issues as necessary
• Monitor helpdesk to ensure meeting defined SLA’s
• Offer guidance and grow and develop the junior staff
CONTINUED

ASSET MANAGEMENT:
- Assist in the documentation of software licenses, vendors, and technology contacts
- Maintain an active inventory of network / portable devices
- Develop and continue to streamline the deployment of new workstations to our studios

Duties and responsibilities may be added, deleted, modified or changed at any time at the company’s discretion. Changes may be made formally, informally either verbally or in writing.

SUPERVISORY RESPONSIBILITIES:
No supervisory responsibilities associated with this position.

EDUCATION/EXPERIENCE/LICENSURE:
- Minimum, High school diploma/GED
- Minimum 3-5 years of experience in IT/Systems Administration capacity
- Certifications not required but preferred

OTHER SKILLS AND ABILITIES:
- Ability to simultaneously handle several tasks, prioritize and plan effectively
- Ability to communicate and coordinate effectively with other staff concerning designated tasks
- Proficiency in administration and management of information technology resources

BENEFITS:
We offer all the benefits of a big firm, with all the human connection of a small one. You will never be a number at AO. Come join our community.

Partial list of benefits:
- Full Suite of Medical, Dental, Life & Supplemental Insurance
- Ongoing Education and Exam Reimbursement
- Most Medical Plans fully paid for employee only coverage
- Company Paid Basic Life Insurance & Long Term Disability
- Retirement Plan, Health Savings and Flexible Spending Accounts
- Overtime Compensation for Hourly Employees
- Paid Vacation, Holidays and Sick Time
- Flexible Schedule
- Rail Station one block from campus

HOW TO SUBMIT YOUR RESUME:
Please apply directly through our Website at www.aoarchitects.com
Or copy and paste the link below:

https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=3809&clientkey=E03D692347E20995CF41277C3DF4D75A