VentureWell is on a mission to cultivate a pipeline of inventors, innovators, and entrepreneurs driven to solve the world's biggest challenges and to create lasting impact. We foster collaboration among the best minds from research labs, classrooms, and beyond to advance innovation and entrepreneurship education and to provide unique opportunities for STEM students and researchers to fully realize their potential to improve the world.

Since our founding in 1995, we've funded and trained over 1,300 teams of science and technology inventors and innovators, and nurtured thousands of their startups reaching millions of people in over 50 countries with ground-breaking technological advancements in fields such as biomedicine and healthcare, sustainable energy and materials, and solutions for low-resource settings.

Systems Administrator

Responsibilities

Works collaboratively with VentureWell's growing IT team, serving as the team's front line for user support, training, and system administration of both hardware and software solutions.

Manages, supports, and documents the IT infrastructure for the organization.

- Procures, deploys, decommissions, and supports business and facility equipment, telephony and conference room systems, network and IT infrastructure equipment and software, and server and user workstation hardware and software.
- Manages hardware and facility vendor and contractor relationships.
- Develops configuration and performance standards for software, network, and laptops; implements and monitors controls to ensure they are tracked in inventory, maintained, available, and backed up.
- Researches and recommends products and services to meet user and business needs, responds to and tracks order requests.

Contributes to cloud software and web service administration. Responsibilities will include Salesforce, Google Apps, NetSuite, communications and video conferencing software, websites, supporting infrastructure, and other products as needed.

- Manages and monitors resources including licensing, quality of service, security, storage, system upgrades, vendor support, reliable backup and prompt data restore.
- Manages and monitors user accounts, profiles, and access controls.
- Delivers user support and ensures user adoption for employees and external partners.
- Contributes to system and user documentation.
- Administrative responsibility will include Salesforce, Google Apps, NetSuite, communications and video conferencing software, websites and supporting infrastructure, and other products as needed.

Serves as the team's initial point of contact for end user support and maintains processes and metrics to ensure technical support is provided in a professional, courteous, and timely manner.

- Works with HR to ensures successful on-boarding and orientation of new employees and exit processing of terminated employees.
- Develops, implements, and, when appropriate, sources training and end user support for on-site and remote staff.
- Monitors and tracks support tickets and ongoing issues, and assigns tickets to other members of the team as appropriate. Provides "break/fix" solutions when appropriate.

Plus other related responsibilities as they arise in a fast-paced, growing and often changing organization!

Requirements

- Extensive experience with Macs and Google apps
- Previous track record of technology operations and support including networks, servers, desktop, phone and security
- Strong communication, customer service, and project management skills
- Comfort working in an evolving and fast-paced office environment
- Bachelor's degree (or equivalent experience)
- Experience with managing google applications in a business environment a plus
- Apple Certification Support Professional (ACSP) highly desirable

For more information about VentureWell, including our benefits, click here

To apply, please send a cover letter, and your resume to mailto:jobs@venturewell.org

VentureWell is an Equal Employment Opportunity (EEO) employer. M/F/D/V