



*Building brains through early talk*

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## **Help Desk & Systems Administrator**

LENA, a social impact technology organization located in Boulder, Colorado, has developed amazing hardware and software that is making a difference for children and families around the world. We continue to grow and are looking for a **Help Desk & Systems Administrator** to join our team.

LENA operates a cloud-based infrastructure using Microsoft Office 365, Microsoft Azure, Google, and Amazon Web Services. We operate Windows, Mac, and Linux operating systems. We support on-premise and remote users. Although we are small, our technology footprint is large and encompassing.

In this environment you would provide internal support to LENA employees and assist the IT manager with our continual move to leverage more cloud services. You would:

- Provide help desk support to our ~40 users. This would include typical software and hardware troubleshooting, software installation, Active Directory configurations, computer configurations, mobile device support, and occasional end-user instructional sessions.
- Help us execute on various IT initiatives. This includes implementing features in Azure Active Directory, Microsoft Teams, One Drive, Skype; consolidating third-party services, and various internal/external network configurations.
- Deploy hardware for new employees. As we grow, we will need to implement efficient methods for configuring new end-user devices.
- Help LENA come up with solutions. We are a growing organization with many challenges to overcome. You would help us to investigate, plan for, and implement various technical solutions to aid in that growth.

We are looking for someone who:

- Enjoys personal interactions; is empathetic, understanding, and patient while helping users.
- Operates with a security first mindset. We are SOC 2 Type II compliant. Security is important to us and is vital for our growth.
- Plans, plans again, and then executes. We value planned execution over fast execution.
- Is solution oriented; sees the bigger picture around the fix being made; keeps it simple!
- Appreciates some hands-on work. Although we are mostly cloud based, we still have a physical presence.
- Wants to grow! More important than specific experience or certifications with any one technology is having the ability and desire to learn new technologies and grow with us.

**Come, join our acclaimed team in the foothills of the Rockies and make a meaningful difference in the world.**

### **Salary/Benefits:**

LENA offers a fun, close knit, professional, and supportive work environment along with an excellent benefits package including medical, dental, vision, life/disability, HSA/FSA, 401(k) including employer match, & Paid Time Off and a competitive salary. To apply, please submit cover letter with salary requirements and resume as a single pdf document to [hr@lena.org](mailto:hr@lena.org). To learn more visit us at [www.lena.org/joinourteam](http://www.lena.org/joinourteam).

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