



Building brains through early talk

Help Desk & System Administrator

LENA seeks a **Help Desk & System Administrator** to provide IT support for LENA's staff through the resolution of help desk requests and by maintaining an open, friendly, and welcoming "face of IT" to our employees. Other responsibilities include the procurement and configuration of new equipment, technical employee onboarding, management of various security systems and processes, and configuration of various cloud-based management systems and applications.

Supervisory Responsibilities: None.

Company Summary:

LENA is a national nonprofit on a mission to transform children's futures through early talk technology and data-driven programs. Research shows that back-and-forth interaction between children and their adult caregivers in the earliest years is a key to long-term outcomes. We integrate our "talk pedometer" technology into innovative programs to support parents, caregivers, and teachers to accelerate children's language development, school readiness, and social-emotional health.

In this role, you will:

- Provide help desk support to local and remote LENA employees on both Windows and MacOS devices. This includes managing the help desk request queue, interacting with employees in person and via voice and video calls, and escalating issues as appropriate.
- Execute employee onboarding procedures including account setup for internal and external systems, configuration and software installations on new equipment, coordinating and shipping of new equipment to remote employees, and new hire technical orientations.
- Execute employee termination procedures including deactivation of accounts, coordinating return shipments of equipment, appropriately wiping and/or rebuilding of equipment as needed.
- Procure and maintain appropriate levels of IT equipment to be used for field replacements or new hires; preinstalling LENA specific software and configurations as needed.
- Manage multiple areas of our Office 365 including shared folder permissions, email distribution lists, and user groups; manage spam and other email policies; configure In-Tune and other policies; ensure updates are being applied appropriately.
- Manage the enrollment and track completion of LENA's annual security awareness training, monitor security alerts investigating as needed, implement single sign on, multi-factor authentication and other conditional access as appropriate.
- Perform routine daily, weekly, and monthly tasks, monitor email quarantines, resolve security alerts, create guides and other IT documentation.
- Perform other duties as assigned.

Required Skills/Abilities:

- Excellent ability to listen, empathize, and comprehend user issues during sometimes stressful situations.
- Ability to "dig in" and fix issues while simultaneously creating long term solutions.

- Basic understanding of Microsoft's cloud infrastructure. AWS experience is a plus.
- Basic understanding of IP networking and SOC 2 Type II requirements.
- Exceptional computer skills and comprehensive knowledge of the Microsoft Office, Google Workspace, Slack, Adobe, and other common end user applications.

You could be a good match for this role if you are:

- **Mission-driven.** It matters to you that your work makes a positive and durable impact on the world, and LENA's mission speaks to you. You are culturally competent and have empathy with communities and contexts we serve (e.g., underserved populations, bilingual and/or multicultural environments, child-care settings).
- **Thoughtfully entrepreneurial.** You have sharp business acumen with a knack for turning daunting sales goals into reality. You're an entrepreneurial risk taker but do so deliberately, defining the hypotheses you're testing and then capturing and activating the resultant learning. You understand the value of balancing the long game in relationship cultivation with timely persuasiveness to move things forward now. You combine a personal humility and sense of curiosity with fierce resolve to collectively achieve audacious goals.
- **A consistently great communicator.** You are clear in your thinking and convey it with skill whether verbally or in written form. You listen to understand rather than to respond. You can read the room and possess the confidence to speak effectively with a range of audiences. You take the time to make the complex sound simpler. You are known for timely and consistent follow-up.
- **Reflective and growth oriented.** You look back on your wins and challenges to find the opportunities to grow and improve. You view feedback as a gift, seeking and incorporating feedback from your colleagues and partners to increase your personal impact in your role, as well as LENA's impact in the field.
- **Committed to equity and access to opportunity for all children.** You understand the headwinds children, families, and caregivers face, particularly in under-resourced communities, and are dedicated to ensuring that all children have the tools to fulfill their potential from the earliest age.

Physical Requirements:

- This is a hybrid position requiring in-office work at least one day a week and requiring prolonged periods of being stationary at a desk and working on a computer (95 -100% of daily work time).
- Engaging in repetitive movements of wrists, hands, and fingers – typing and/or writing.
- Working frequently at close visual range (i.e., computer screen work including extensive reading).
- Occasionally lifting 25 pounds or more of weight.

Education and Experience:

1-3 years of work experience in Help Desk, System Administration, or related field. Experience supporting remote and on-premises employees.

Compensation:

LENA's team is passionate, fun, and collaborative. We have an excellent benefits package including medical, dental, vision, disability, life insurance, PTO, 14 holidays, and a 401k with match. This full-time exempt role's expected salary begins at \$65,000 annually, with compensation based on experience.

To apply:

Please submit a cover letter and resume as a single PDF document to HR@lena.org. We love cover letters --- we really do read them. Channel LENA's "persevere to simple" value to tell us in a way that is authentically yours why this role is the best next chapter for both you and us!