

Job Title: IT Systems Lead

Location: Silverthorne, CO.

Position Type: Full-time Exempt

Overview:

Keystone Symposia is seeking a skilled and proactive IT Systems Lead to join our team. The ideal candidate will have a background in enterprise-level software administration and will be an IT generalist who will collaborate with the organization's MSP to maintain Keystone Symposia's technology infrastructure, including servers, networks, and computer systems. Additionally, the IT Systems Lead will be responsible for preparing and deploying presentation laptops for use in our 50-55 annual conferences, as well as all associated peripheral devices, cables and adaptors. **This position requires and individual who can work in our Silverthorne, Colorado office at least 3 days per week and will occasionally require after-hours on-call availability.**

Key Responsibilities:

- IT Systems Administration (65%):
 - Collaborate with the organization's MSP to oversee new user onboarding, including laptop deployment (Mac and PC), software installation, and user training. Manage existing in-office Mac and Windows computer systems on an ongoing basis.
 - Work with the organization's MSP to troubleshoot problems with hardware systems and business applications and conduct on-site upgrades and repairs as necessary.
 - Work with the organization's MSP to manage IT inventory, and work with product vendors to ensure technology meets modern standards, best-practices, and staff needs.
 - Work with the organization's MSP to oversee the office network and all associated hardware and software to maximize uptime and system security.
 - Work with the organization's MSP to manage in-office and cloud-based backup/disaster recovery systems.
 - Document system configurations, procedures, and changes in a clear and organized manner.
 - Support the Director of Technology in the management of critical business applications such as the CRM by performing basic administrative tasks including

but not limited to, password-resets, user account creation, and environment refreshes.

- Manage relationships with vendor and service providers related to IT infrastructure and support.
- Event/Conference Technology Management (35%):
 - Prepare laptops for deployment to Keystone Symposia’s conference locations (approximately 55 conferences per year) by installing and updating all necessary software applications, performing regular anti-virus scans, and ensuring accessibility for on-site audio/visual users.
 - Manage conference support hardware such as printers, cables, and adaptors for use onsite at Keystone Symposia conferences.
 - Collaborate with the Meeting Management department to ensure “box day” materials are prepared in a timely manner for conference deployment.
 - Provide support for conference on-site staff, which may occasionally be required outside of normal business hours.

Qualifications:

- Required:
 - 2 years of experience in IT systems administration.
 - Working knowledge of Windows and MacOS operating systems.
 - Strong knowledge of networking concepts, including TCP/IP, firewalls, VPNs, VLANs, switches and routers.
 - Strong troubleshooting and analytical skills with a proven track record of diagnosing and resolving complex system, network, and application issues.
 - Excellent communication and collaboration skills, with the ability to translate technical information for non-technical stakeholders.
- Preferred:
 - Bachelor’s degree in Computer Science, Information Technology, or related field.
 - Familiarity with cybersecurity best practices and tools.
 - Certifications such as CompTIA Network+/Security+, Microsoft Fundamentals, etc.

Compensation:

The salary range for this position is \$61,000 – \$65,000/year depending on experience. The position is full-time (40 hours per week), year-round, with excellent benefits. Working in our Silverthorne, Colorado office 3 days per week is required.