

IT Help Desk - Job Description

Mount Madonna Center is offering a unique opportunity for someone interested in serving within a well-established residential yoga community and retreat Center.

Mount Madonna Center is located on 380 acres of redwood forest and meadows overlooking Monterey Bay on the central coast of California. The community and its activities have been inspired by the yoga teachings and example of Baba Hari Dass. Please visit the [Mount Madonna Center](#) website for more detailed information about our community and facilities.

Position summary

We have an immediate opening for a part-time (up to 28 hrs) IT Help Desk. The ideal applicant would look forward to being a member of a small team providing help desk support and network administration for approximately 5 servers, 30 desktop and laptops, and about 40 users.

We share our network and property with [Mount Madonna School](#), a pre-K through 12th grade private school, that focuses on the integration of academic excellence, creative self-expression, and positive character development.

Job Description

The candidate will help manage, oversee, and support computer use for Mount Madonna Center. Some of these responsibilities are shared *(noted as shared) with Mount Madonna School and include:

- Resolve problems with hardware and software*
- Windows updates
- Print services
- Hardware and software installation and maintenance*
- Create and maintain procedures, records, and activity logs
- Communicating with the IT team and Totlcom regarding network issues*
- Create and manage user domain and email accounts
- End user wireless network troubleshooting

Required Skills and Experience

- Experience supporting a Windows based small enterprise LAN
- Windows Server 2012 experience
- Active Directory management
- General network administration familiarity

- Windows 10 support and troubleshooting
- PC hardware and software installation, maintenance, and troubleshooting
- Google Mail and apps administration knowledge
- Good verbal and written communication skills
- Ability to learn and apply new technologies
- Flexibility, and the ability to work well with others
- Ability to be self-directed, able to prioritize tasks and able to manage projects with limited oversight
- Physical capacity to lift, transport, and install standard computer and related equipment safely.
- Basic wireless network management

Skills and experience in the following areas would be considered a plus:

- Mac OS X administration and troubleshooting
- Networking experience with Cisco IOS and Ubiquiti Unifi, Nanobeam and Rocket lines
- Knowledge of various applications including: Adobe Photoshop, PageMaker, Acrobat, MS Office,

Residential Position Available

We are interviewing for someone, either to join the community as a resident, or who lives off property. Those interested in joining our residential community should be open to living in an intentional yoga community, engaging with others in a positive way, and keeping a clean and sober environment (no drugs or alcohol on the property). The community asks everyone to abide by the vegetarian guidelines while on the property. More details about the residential agreements will be provided during the interview.

Benefits

The pay is dependent on experience: \$17-20/hour. Approximately 24 hours to start. This position offers 2 weeks of paid vacation, 1 week of sick leave, and access to free classes and a gorgeous campus.