Job Posting

Job title: Email & Communications Administrator

Location: Pala, CA

Application Deadline: Open until filled *(Review of applications will begin immediately)*

Compensation: Minimum of $26/hour. DOE

Benefits: *Paid Holidays *Rich Medical, Dental & Vision *Generous Vacation & Sick *401(k) Match

Status: Full Time/Regular position

Job Summary

The Email & Communications Administrator will develop the company's electronic mail network, administer related policies, and recommend network enhancements. This position will support SCTCA's primary collaboration platform with a focus on Google Workspace based technologies and interfaces. The company's primary collaboration infrastructure utilizes Google Workspace technologies, to include Gmail, Calendar, Groups, GMeet, Chat, GDrive, along with a complement of Email Domain Names to renew, maintain and administrate. This person will also be responsible for processing incoming work orders, in terms of prioritizing, providing status updates and ensuring completion. The Email & Communications Administrator will provide subject matter expertise in the operations and maintenance of the collaboration infrastructure and will interface with the company website and/or the IT team on the implementation of new and changing technologies.

Essential Functions

1. Monitor and maintain the company's network email system.

2. Perform quality and spot check system performance.

3. Troubleshoot and resolve user problems with and related to email systems (i.e., user login errors, email delivery issues, add-ons from Google Labs, and Google Workspace security notifications.)

4. Collaborate with department heads regarding requested improvements and expansions to existing

system.

5. Draft policies and documents related to the acceptable use and standards of the system.

6. Develop and maintain the company's email protocol, which may include a business-use only policy to maximize professional business usage and efficiency.

7. Collaborate with the Human Resources department to develop guidelines for protection of employee privacy; ensure guidelines are consistent with company's business and security needs.

8. Prepare training materials, create user guides and instructional documents for end users and deliver training on acceptable use of the system.

9. Train local support team members on any modifications implemented within the system.

10. Recommend message retention and archive destruction timeframes.

11. Perform annual renewal of company Domain Names with Domain Registrars, and to update or edit ICANN contact information as required.

12. Backup email accounts using Google Takeout and store electronically according to established and/or Governmental retention policies, before account deletion(s).

13. Assist end users with email password resets, account lockouts, and established 2-factor methods such as USB Security Keys.

14. Implement and support 2-factor authentication via Yubico (or similar) USB Security Keys. Troubleshoot 2-factor issues for staff as needed.

15. Setup email filters within a Gmail or Google Workspace Inbox; enable forwarding of email for users; and create and add users to Google Workspace email groups.

16. Assist Senior-level staff, consultants and web designers with email-related maintenance and support.

17. Track any phishing or similar attacks through the Google Admin. Console, and contact staff as necessary to warn of possible fraudulent emails.

18. Maintain, track, and ensure completion of IT departmental work order requests.

19. Stay up to date with Google's platform changes and perform remediation steps to keep current functionality.

20. Ability and willingness to learn new and emerging email technologies, and related technologies.

21. Possess a friendly patient demeanor, and the ability to explain/simplify complex issues to non-technical users.

22. Perform other related duties as assigned.

Job Requirements and Qualifications

Education: Minimum High School Diploma or GED. Google Workspace Administrator Certification (Preferred)

Certificates & Licenses: Valid California Driver's License with driving record acceptable to SCTCA's insurance.

Knowledge Requirements:

- Knowledge of SPF, DKIM, and DMARC, with the ability to deploy and maintain these within the company email system.
- Knowledge of secondary backup systems or software for Google Workspace accounts.
- Knowledge of integration with MS Outlook, and use of App passwords is preferred.
- Knowledge of GAMADV-XTD3 (Google Workspace command-line management tool) is desired.

Experience:

- Google Workspace management or G-Suite management: 1 year (Preferred)
- Google Suite (Gmail, Calendar, Chat, Meet, Docs, Slides, Sheets): 1 year (Preferred)
- Experience with enterprise email systems and SMTP servers: 1 year (Preferred)
- Keyboarding; minimum typing speed of 20 words per minute.

Physical: Prolonged periods sitting at a desk and working on a computer. Travel minimally (less than 10%), via company car. Must be able to lift and carry equipment up to 15 pounds.

Conditions of Employment: Candidates are required to successfully complete a background check, including Live Scan and drug screening.

Other Information

In addition to the essential duties listed above the Email & Communications Administrator is expected to:

- Possess a strong work ethic and the ability to manage and prioritize multiple assignments.
- Be able to take on tasks with minimal supervision, exercise good judgment in performing these tasks and complete them in a prompt and efficient manner.

- Consistently produce a high-quality level of work.

- Consistently report to work on time and prepared to perform the duties of the position and meet deadlines.

- Communicate verbally and respond to verbal communications in person, over the phone or by Google chat.

About Our Company

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 25 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

How to Apply

Preferred method: Apply online at http://sctca.applicantpro.com/

A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office*, located at 11475 Nejo Rd. Bldg H. Pala, CA 92059. *Office subject to closures.

B. Fax a **completed Application for Employment and resume** to 760-742-8610.

Note: The Application for Employment can be found at www.sctca.net, under the "Careers" link.

Next Step in the Process

1. If you are selected to move forward, you will be emailed an online assessment.

2. If you are not selected, you will receive a denial email.

Note: These emails could possibly go to the spam folder, so please check there as well.

SCTCA IS AN "AT-WILL" EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE

To be considered under Native American Preference, you must submit verification of Tribal affiliation with your application.