



MOUNT MADONNA

445 Summit Road, Watsonville, CA 95076 · (408) 847-0406 · www.mountmadonna.org

IT Support

Experience creative self-expression and rich connections in an environment where heart and meaning are a part of everyday life! Mount Madonna Center is offering a unique opportunity for an inspired and motivated individual interested in serving within a renowned retreat center and multigenerational yoga community overlooking Monterey Bay. Mount Madonna Center is located in beautiful natural surroundings on 380 redwood acres.

Mount Madonna is a center for learning that offers practices for living for the sincere seekers, thought leaders, retreat goers, teachers and students who desire an experience at the source. Since 1978, we have been honored to host both luminaries and practitioners in spiritual and religious traditions, artistic endeavors, social justice, and conscious business, among many others. Our residential community of practice and activities have been inspired by the yoga teachings and example of master yogi, Baba Hari Dass.

Mount Madonna prioritizes diversity, equity, inclusion, and belonging and strives to create a culture that empowers and supports individuals to bring their full and authentic self to the workplace.

We look forward to hearing from you!

POSITION: IT Support

JOB LOCATION: Mount Madonna Center - 445 Summit Road, Watsonville, CA 95076

REPORTS TO: Operations

JOB SUMMARY:

The candidate will help manage, oversee, and support computer use for Mount Madonna Center and Mount Madonna Institute. You will install and configure computer hardware and provide IT support for the organization, and deal directly

with staff who have technical issues such as viruses and email issues, forgotten passwords and other technical issues.

Responsibilities include, but are not limited to, the following:

- Resolve problems with hardware and software
- Troubleshoot systems and be skilled in database programming
- Install and configure hardware and software components
- Repair or replace damaged hardware
- Test and evaluate new technology
- Properly escalate unresolved queries to the next level of support
- Print services
- Create and maintain procedures, records, and activity logs
- Communicate with the IT team and Totlcom regarding network issues
- Create and manage user domain and email accounts
- End user wireless network troubleshooting
- Ensure proper recording, documentation and closure
- Some of these responsibilities are shared with Mount Madonna School

Key skills, experience, and requirements:

- Experience supporting a Windows based small enterprise LAN
- Windows server experience
- Active Directory management
- General network administration familiarity
- Windows support and troubleshooting
- PC hardware and software installation, maintenance, and troubleshooting
- Basic wireless network management
- Proficient with MAC and OS
- Networking experience with Cisco IOS and Ubiquiti Unifi, Nanobeam and Rocket lines
- Knowledge of various applications including: Adobe Photoshop, PageMaker, Acrobat, MS Office
- Google Mail and apps administration knowledge
- Excellent written and oral 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 computers and related equipment safely
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JOB TYPE: Part-time 24-28 hours/week.

RATE OF PAY: \$19 to \$25, depending on experience.

Residential Position Available:

This position offers the opportunity to reside in a yoga community in beautiful natural surroundings. We prefer to hire a residential staff member, but are accepting all applications. Residential housing and all meals are included for all residents. Residents pay a modest monthly activity fee based on the total number of hours contributed. Those interested in joining our multigenerational residential community would be open to living in an intentional yoga community and engaging with others in a positive way. We ask everyone to abide by the vegetarian guidelines while on the property. More details about the residential agreement will be provided during the interview.

BENEFITS:

- Part time (24-29 hours)
 - No insurance (delete bullet)
 - 2 weeks per year of accrued paid vacation, rolls over for a maximum accrual of 3 weeks
 - 40 hours of sick time per year
- Employee Sponsored Retirement Savings Plan after 3 months of employment
- Employees who commute receive one meal per day while working onsite, and reduced overnight accommodations when work-related
- Reduced rates on massage
- Access to:
 - Meditation, asana (postures), and yoga philosophy classes
 - Walking/hiking trails with broad vistas, redwood forests, ponds and wildlife

- Seasonal retreats and programs
- Community events
- Cafe and bookstore
- Community garden and chickens
- Hot tub

APPLICATION: Thank you for your interest! Please send your resume and cover letter to work@mountmadonna.org.

Mount Madonna Center maintains a policy of providing equal opportunity in all aspects of employment.

a) It is the policy of Hanuman Fellowship to ensure equal employment opportunity for all persons regardless of race, color, religion, age, disability, national origin, creed, gender, gender identity, sexual preference or any other non-merit factor.

b) It is the policy of Hanuman Fellowship to ensure equal treatment, including but not limited to recruitment, hiring, promotion, discipline, compensation, assignment, benefits, training, furloughs and rehiring.