



PQA POSITION DESCRIPTION

Title:	Information Systems Administrator
Supervisor:	Senior Director, Program & Information Management
FLSA Classification:	Full-time; Exempt
Location:	Remote (U.S.) or Alexandria, VA (hybrid)
Salary Range:	\$80,000 - \$95,000/year. Actual salary within the posted range will be determined based on the candidate's qualifications, experience, and relevant skills.

ABOUT PQA

The Pharmacy Quality Alliance, PQA, is a national quality organization dedicated to improving medication safety, adherence, and appropriate use. A measure developer, researcher, educator, and convener, PQA's quality initiatives support better medication use and high-quality care. A non-profit organization with nearly 200 diverse members across healthcare, PQA is a unique alliance in healthcare. It brings pharmacies, health plans, healthcare providers, pharmacy benefit managers, biopharmaceutical companies, technology vendors, government agencies, and others together to build consensus and collaborate to improve medication use quality.

POSITION OVERVIEW:

The Information Systems Administrator supports the technology systems, platforms, and services that enable PQA staff to work securely and efficiently. This is a hands-on, staff-facing technology role responsible for day-to-day IT operations, including Microsoft 365 administration, identity and access management, endpoint and device management, onboarding and offboarding, technology support, documentation, and routine security administration.

The position independently manages routine operational support and systems administration while progressively assuming more complex responsibilities as familiarity with PQA's environment increases. The role spans Microsoft 365, Entra ID, Intune, SharePoint, AWS, networking, automation, and security and compliance tools, with complex architecture, engineering, and higher-risk changes supported by senior technical resources and specialized partners as appropriate.

The successful candidate combines strong technical problem-solving with clear, professional communication. They can ask effective questions, explain technical issues in plain language, keep staff informed, document their work, and establish credibility through responsiveness, ownership, and follow-through.

They demonstrate PQA's values through honest and respectful interactions, adherence to best practices, openness to diverse perspectives, innovative problem-solving, and a service-oriented approach that delivers meaningful impact through technology.

ESSENTIAL RESPONSIBILITIES:

- Administer and support PQA's Microsoft 365 environment, including Entra ID, Exchange Online, Teams, SharePoint, OneDrive, Intune, identity and access, licensing, permissions, and related services.
- Configure, deploy, maintain, secure, and troubleshoot Windows devices and applications throughout the employee lifecycle.
- Provide day-to-day technology support for staff and external users, resolving routine issues and coordinating or escalating more complex issues as appropriate.
- Support onboarding and offboarding, including accounts, devices, access, licensing, and security requirements.
- Support cybersecurity and compliance activities, including MFA, access controls, endpoint security, monitoring, access reviews, and documentation.
- Maintain SharePoint sites, permissions, external sharing, file structures, and related collaboration tools.
- Support routine networking, AWS, automation, workflow, and infrastructure activities, with more complex engineering supported by senior technical resources or specialized partners as appropriate.
- Maintain accurate technology documentation, inventories, procedures, and troubleshooting guides.
- Coordinate with technology vendors and partners to resolve issues and support implementations, upgrades, and transitions.
- Identify opportunities to improve reliability, security, efficiency, automation, and the overall technology experience.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree in Information Systems, Computer Science, or a related field, or an equivalent combination of education, training, certifications, and relevant experience.
- Two or more years of professional experience in a business, customer-facing, service-oriented, technical, or related environment.
- Hands-on experience working directly in a Microsoft 365 tenant through the Microsoft 365, Entra, Exchange, Teams, SharePoint, or Intune admin centers, such as creating users, assigning licenses, resetting MFA, managing mailboxes, or setting SharePoint and OneDrive permissions.
- Working knowledge of Windows endpoint support and basic network troubleshooting (DNS, VPN, and Wi-Fi).
- Strong troubleshooting, analytical, and problem-solving skills, including the judgment to recognize when an issue should be escalated.
- Ability to ask effective questions and explain technical concepts clearly to non-technical audiences.
- Demonstrated ability to work effectively with others, provide responsive support, and establish trust through reliability, communication, ownership, and follow-through.
- Curiosity, initiative, and demonstrated ability to learn new technologies and processes.
- Education, technical training, certifications, and relevant practical experience will be considered in combination; a specific educational pathway is not required. Example: MD-102; CompTIA A+; Microsoft 365 Certified: Copilot and Agent Administration Fundamentals (AB-900); AWS Certified Cloud Practitioner or AWS exposure; PowerShell or other scripting.

WORK AUTHORIZATION:

Applicants must be authorized to work in the U.S. without employer sponsorship. Visa sponsorship is not available for this role.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standard office environment
- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone.
- Ability to stand or walk for extended periods (e.g., 4 to 6 hours daily) during industry and networking events.
- Close vision requirements due to computer work.

TRAVEL AND ONSITE REQUIREMENTS:

Occasional travel to attend the PQA Annual Meeting, Leadership Summit, and/or internal staff meetings. Remote employees may be asked to travel periodically for device deployment, equipment installation, technology projects, staff support activities, or other business needs requiring an on-site presence.

APPLY:

Interested candidates should submit a letter of interest accompanied by a resume or curriculum vitae to careers@pqa.org. Please include your salary requirement in your cover letter. This will help us ensure alignment early in the hiring process.

This job description does not imply that the stated requirements are the only expectations for the job. Incumbents are expected to perform any other duties that may be assigned. PQA has the right to revise this job description at any time. PQA is an “at-will” employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.

EEO Statement

PQA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits historically associated with race, which includes hair texture, hair type, and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion (including any outward expression of religious faith, which includes adherence to religious dressing and grooming practices and carrying or displaying religious items or symbols), sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), marital status, military status (including status as a uniformed servicemember, a veteran, or dependent of a servicemember), or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.