

GENERAL INFORMATION

Title: IT Systems and Infrastructure Administrator

Classification: Exempt

Reports to: Director of Technology and Digital Initiatives

Date: 6/1/18

JOB DESCRIPTION

Summary/Objective

The IT Administrator will plan, implement and support professional engineering and technical programs. This will entail working very closely with the Miami-Dade County IT Department to maintain stability of current systems while working with Vizcaya staff to identify and implement solutions that uniquely strengthen the institution's role as an iconic cultural hub for the long term.

This position will facilitate Vizcaya's everyday needs for basic support services and equipment while charting the course of its technological infrastructure. Tasks will range from troubleshooting hardware and software issues to design and development of new information systems. The Administrator will work collaboratively and collegially to support the technology needs of each department in the museum. Fulfillment of these duties will require attention to detail, quantitative and data analysis skills and project planning capability.

Supervisory Responsibility

No supervisory responsibility

Essential Functions

Insert the Essential Functions of the position - detailed tasks, duties and responsibilities

- Provides direction and guidance regarding information systems as it pertains to specific areas.
- Plans, evaluates and reports on and tracks IT systems.
- Procures and manages computers, servers, hardware, software, peripherals, upgrades, and computer accessories.
- Acts as liaison with Miami-Dade County Information Technology Department as well as outside IT vendors and technicians.

Competency or position requirements

- Provides direction and guidance regarding information systems as it pertains to specific areas within the museum.
 - Assists in the development of and recommends, interprets and implements policies and procedures regarding information technology at Vizcaya, ensuring compliance with Miami-Dade County guidelines where appropriate.
 - Assists in the development and enhancement of project plans for Vizcaya.
 - Evaluates, tests, and implements new technologies to resolve and enhance business functions as needed. Informs complex planning and tech implementation for departmental projects.
 - Informs discussions with Vizcaya's Technology Advisory Committee on IT components of digital initiatives.
 - Administers database systems integration to enable web access for Digital Asset Management and Digital Collections.
Advises on, implements and troubleshoots computer technologies within exhibitions as appropriate.

- Plans, evaluates and reports on and tracks IT systems
 - Assists in development of annual IT budgets and plans.
 - Organizes an annual IT audit.
 - Contributes to ROI analysis of technologies
 - Researches and provides appropriate information about computers and related equipment based on needs, design objectives, usage requirements and preference of discrete projects.

- Procures and manages computers, servers, hardware, software, peripherals, upgrades, and computer accessories such as the following:
 - Backup Servers
 - Microsoft Windows Clients
 - Microsoft Windows Active Directory Management
 - Mobile devices, including Microsoft Surface and iOS
 - VoIP and Telephony systems
 - Embedded Systems
 - Disk Arrays
 - Backup Autoloaders
 - PC Workstations and Laptops
 - Web Servers
 - DNS Servers
 - Desktop Applications
 - Altru CRM/POS
 - LAN Switches
 - Server and Workstation Uninterruptible Power Supplies
 - Rediscovery Proficio Collections Management System
 - Google Webmaster Tools
 - Web Content Management System (e.g. WordPress)
 - Network and Desktop Printers

- Digitization equipment (e.g. professional scanners)
 - Firewall
 - Radio systems
- Ability to assess, troubleshoot and document network protocol implementations for all aspects of networking, i.e. router implementation, communication hubs, wiring standards, firewalls, internet/intranet and IP.
 - Trains staff on usage and maintenance of software systems.
 - Reports on performance of systems and provides predictive analyses of potential problem areas.
 - Configures port level, application level, and scope of firewall settings on all servers and workstations.
 - Maintains an inventory of technology equipment and plans and facilitates refreshes.
 - Ensures reliable server operation and firewall security, including anti-virus security, through monitoring and installation of software updates and patches and through leveraging the centralized antivirus management.
 - Performs preventive maintenance on supported hardware and software. Performs after hour emergency support when needed.
 - Manages database backups and data recovery.
 - Manages inventory and refresh schedule for computer workstations and servers.
 - Installs OS, applications, and configures each machine based on its function.
 - Assists with planning and implementation of wireless internet access at the estate.
 - Performs application integration and other server related functions where possible.
 - Implements user account management including provisioning of email accounts and domain access accounts. Manages access control of folders, applications, and policies via creation of security groups and membership management.
 - Manages 60+ user accounts, shared folders, group policies, shares, server applications, websites, software licenses, and other resources.
 - Monitors, manages, and consolidates data among disparate server volumes, storage server appliances, and disk array systems.
 - Provisions and manages shared folders and manages their access based on departmental functions and scope.
 - Creates group policies and performs group policy administration for centralized management and configuration of operating system, applications and user settings.
 - Installs and programs network printers and copiers. Programs network-wide document scanning and access.
 - Troubleshoots all Microsoft Office applications and provides assistance with user problems under various operating systems. Keeps the Office environment updated and manages migrations.
 - Renews licenses and software agreements and IT contracts on a scheduled basis.
 - Performs other related duties as assigned by the immediate supervisor.

Work Environment/Physical Demands

- Ability to provide support for and regularly walk between the museum and its office buildings spread across Vizcaya Museum and Gardens' estate.
- Ability to lift 50 lbs, including computer hardware and peripherals

- Ability to stand on ladders while installing equipment.
- Other physical demands may be required.

Position Type/Expected Hours of Work

This is a full-time position with a 40-hour per week schedule. Evening or weekend work may be occasionally required.

Travel

No travel is required for this position.

JOB REQUIREMENTS (EDUCATION, EXPERIENCE, CERTIFICATION)

Education and Experience

Bachelor's degree in Information Technology or related degree, or equivalent eight years of information technology management experience.

Experience in installation of business application suites and other business critical applications and systems. Systems include financial management system, collections management systems, digital asset management systems, retail POS system, credit card processing systems, ticketing systems, membership and marketing management system, etc.

Experience with relational databases.

Experience administering and managing Microsoft Windows Servers, Microsoft Active Directory, Internet Information Service, DNS Management, Group Policy Administration, and Firewall and Security.

Experience building, deploying, and troubleshooting server and workstation operating systems including Microsoft Windows Server 2008 and above. Expert knowledge of disk architectures and terminologies.

Experience working with various aspects of network infrastructure including conceptual and practical implementations of TCP/IP including DNS, DHCP, port management, local area management, wide area network management, etc.

Experience working with various aspects of Active Directory Domain Services including deployment, migration and upgrade of domain controllers.

Experience with user accounts and resource management, including the ability to manage multiple servers and workstations, more than 70 user accounts, workstation and server software licenses, software agreements and contracts, websites, and multiple security groups, policy groups,

application groups, and distribution groups. Ability to manage and optimize multiple terabytes of data in disparate volumes and disks.

Experience with Disaster Recovery administration, including tape and cloud backup and recovery, disk-to-disk backup and recovery and working with data retention on a daily, weekly, monthly and yearly retention.

Experience in museums or cultural institutions preferred.

Certifications Required

No certifications required.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply:

Please submit a cover letter and resume to:

HRVizcaya@vizcaya.org

EOE

Vizcaya Museum and Gardens is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national origin, pregnancy, age, disability, marital status, familial status, sexual orientation, gender identity or expression, status as a victim of domestic violence, dating violence or stalking, protected veteran status or other characteristics protected by law.