



POSITION DESCRIPTION

IT SYSTEMS AND INFRASTRUCTURE MANAGER

Vizcaya Museum and Gardens is a National Historic Landmark and accredited museum in Miami, Florida (www.vizcaya.org). The IT Systems and Infrastructure Manager 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 Manager 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. The position is on the Finance and Operations Team in the Technology and Digital Initiatives Department, and reports to the Director of Technology and Digital Initiatives.

Vizcaya is owned by Miami-Dade County and is operated by the non-profit Vizcaya Museum and Gardens Trust, Inc. Our mission is to preserve the estate's cultural and environmental resources to engage people in connecting with the past, understanding the present and shaping the future. Our vision is to position Vizcaya as an enduring, inclusive, and innovative place that inspires people to embrace the cultural vitality and environmental sustainability of the world around us.

Essential Functions

- Provides troubleshooting support for the daily technology needs of staff.
- Provides direction and capacity planning guidance regarding information technology infrastructure.
- Plans, evaluates, and ensures security and stability of IT ecosystem, including cybersecurity hardening and regular staff training.
- Procures and manages computers, servers, hardware, software, peripherals, upgrades, and computer accessories.
- Acts as liaison with outside IT vendors and technicians.

This job description is not designed to be comprehensive; duties, responsibilities and activities may change at any time with or without notice.

Position Requirements

- At least 10 years of work experience as an IT systems manager, including field support.
- Bachelor's degree in information technology or related degree.
- 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 systems, 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 2019 and above. Expert knowledge of disk architectures and terminologies.
- 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 100 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.
- Certifications in Comptia Network+; CCNA; Comptia A+; Comptia Security+; AZ-104 preferred.
- Experience in museums or cultural institutions preferred.

Compensation

Vizcaya Museum and Gardens offers competitive compensation with generous paid leave,

retirement benefits, and robust medical and other insurance for full-time employees. The salary will be based on the selected candidate's experience and skills. The anticipated compensation is approximately \$115,000.

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.

To Apply

Please submit a resume to: HRVizcaya@vizcaya.org. Please reference the position title in the subject line of your email.

Equal Opportunity Employer

Vizcaya Museum and Gardens is committed to equity and inclusion and is engaged in a strategic process to ensure that our staff, Board, and volunteers reflect our community's diversity. Vizcaya welcomes applicants from groups that are underrepresented in cultural organizations and seeks to recruit, develop and retain a diverse workforce.

Vizcaya Museum and Gardens is an equal opportunity employer. Vizcaya respects people of all backgrounds and does not discriminate based upon race, religion, color, national origin, ancestry, sex, pregnancy, childbirth, sexual orientation, gender identity, gender expression, age, marital status, familial status, status as a protected veteran, status as an individual with a disability, status as a victim of domestic violence, dating violence or stalking, or other applicable legally protected characteristics protected by law.

Updated 4/3/25.