

Job Description

Job Title: Systems Administrator

Reports to: Technology Officer

Status: Exempt, Full time

Job Purpose

As a member of a highly motivated and innovative team, the Systems Administrator provides the primary technical support for stable operations of the PSO business systems, phone system, networks, websites and the underlying infrastructure. The systems administrator must be self-motivated with a high level of initiative and dedication, organized and can balance being proactive in monitoring systems, planning minor upgrades and patching while prioritizing and fixing emergent issues that impact the business.

- Runs all daily activities associated with technology management including servers, desktop PCs, laptops and software
- Establishes daily maintenance routines and procedures, including backups, anti-virus protection, and log maintenance
- Participates in the organizations short- and long-term technology planning and implementation

Essential Duties

- Manage the service desk program, providing first level support for end users.
- Support/maintain/upgrade existing server environments
- All aspects of systems administration (AD, Group policies, Mail, Virtualization, Backups)
- Determine when problems and issues must be escalated to the Technology Officer and/or outside support vendor, and follow through with scheduling and management of vendor visitation.
- On call support (hotline duty) for mission critical servers and applications when Heinz Hall is open for business. This sometimes requires working evenings and weekends, sometimes with little advanced notice.
- Install, configure, patch (knowledge of WSUS required), upgrade, test, support, and maintain Windows and Linux Servers, Network Appliances, Desktop PCs, Laptops, and Phones as approved by the Technology officer.



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- Ensures high availability and acceptable levels of performance of mission critical host computer resources.
- Ensure network connectivity throughout PSO LAN/WAN infrastructure and maintain user accounts and network profiles.
- Manage and monitor software licensing and hardware warranties, and track/manage IT inventory building-wide
- Learn and sustain general working knowledge of the Pittsburgh Symphony key software applications including Financial Edge, Tessitura, EMS Lite, and OPAS.
- Provide orientation to new employees on all commonly used PSO applications including e-mail, intranet, and phones/voicemail.
- Other duties as assigned

Necessary skills, experience, and qualifications

- Five or more years of relevant experience in designing, implementing and maintaining a Windows and Linux environment.
- Knowledge of computing and computer network (LAN/WAN) hardware, software, and peripheral equipment
- Proficient in workstation and server operating systems. Proficient with: Active Directory, Security Policies, Data Backups (Using Barracuda Backup Software), Unified Messaging, Microsoft Lync Server, Hyper-V, VMWare, and managing virtualized environments.
- Creating and managing windows deployment images.
- Experience as first point-of-contact/service desk resource
- Strong interpersonal and customer service skills
- Strong communication skills; verbally and in writing

Knowledge of the following applications is a plus:

- Exchange 2013 Server & SharePoint 2013 administration
- Trend Micro Enterprise Security Suite
- SonicWALL firewall management
- Brocade Network Switch management
- Barracuda spam and web filter appliance management

Education

College degree in IT or equivalent certifications and employment experience required.

To apply, please send a cover letter and resume to: lmason@pittsburghsymphony.org