System Administrator

Reports to: VP & Technology Officer
Status: *Exempt, Full Time*

Job Purpose

As a member of a highly motivated and innovative team, the System Administrator provides the primary technical support for stable operations of the PSO business systems, phone system, networks, websites, and the underlying infrastructure. The System administrator must have organizational and customer service skills, be self-motivated with a high level of initiative and dedication, organized and can balance being proactive in monitoring systems, planning minor and major upgrades, and patching while prioritizingand fixing emergent issues that impact the business. The System administrator runs all daily activities associated with technology management including cloud infrastructure, phone system, wire tracing, printers(ticket, campaign, and office), and APC Battery backups.

Essential Duties and Responsibilities
- Provide Tier I Helpdesk support in-person and via email, telephone and IM
- DHCP and DNS administration and troubleshooting of related issues
- Support and maintain cloud infrastructure and existing server environment
- Responsible for resolving day-day hardware and software issues including workstations and network administration
- On call support 24/7 (hotline duty) for mission critical infrastructure and applications when Heinz Hall is open for business. This sometimes requires working evenings and weekends
- Install, configure, patch, upgrade, test, support, and maintain Windows and Linux Servers, MAC computer, iPhone/Android, Network Appliances, and workstations
- Help maintain all IT hardware (Phones, physical/virtual workstations, printers, copiers)
- Azure Active Directory support and Administration (Group policy, permissions, account provisioning)
- Exchange/Office 365 support, maintenance and administration (Account provisioning, distribution group creation), SharePoint administration and support
- Responsible for development of thorough documentation of all systems and infrastructure
- Maintain proper operation of servers, network switches and routers operation with minimal downtime
- Backup job administration and recovery of all servers, network devices in a timely and accurate manner
- Other duties as assigned

Required Education, Experience and Abilities:
- College degree in Information Technology or equivalent certifications
- 2 to 4 years of relevant employment experience maintaining a cloud-based infrastructure, Windows, and strong working knowledge of Unix/Linux/Redhat Operating systems
- Experience as first point-of-contact/help desk resource, through resolution
- Familiarity with networking and network troubleshooting
- Proficient in Active Directory, Data Backups, Office365, SharePoint administration, Hyper-V, Azure, AWS, and managing virtualized environments
- Excellent customer service skills including experience in end user training and support
- Experience working in non-profit arts environments a plus

PITTSBURGH SYMPHONY ORCHESTRA

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Pittsburgh Symphony, Inc. recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.

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