Job Description

Position Title: Systems Administrator

Reports to: Information Technology Manager

Our Mission: The Musical Instrument Museum (MIM) enriches our world by collecting, preserving, and making accessible an astonishing variety of musical instruments and performance videos from every country in the world. MIM offers guests a welcoming and fun experience, incomparable interactive technology, dynamic programming, and exceptional musical performances. MIM fosters appreciation of the world's diverse cultures by showing how we innovate, adapt, and learn from each other to create music— the language of the soul. For more information, please visit our website, **mim.org**.

Job Summary and Purpose

We are seeking an experienced and dynamic technologist to join our Technology Team as a System Administrator. The System Administrator is responsible for supporting multiple complex systems and museum exhibit technologies while providing excellent customer service and maintaining brand standards. The System Administrator will bring knowledge of technology standards and best practices, a solution-driven mindset, and an understanding and mindfulness when supporting a diverse user base. This is a unique opportunity for a curious and motivated technologist to create and support new technology for our organization, team members, and guests.

Primary Responsibilities

- Troubleshoot and resolve technical issues across a variety of technologies, complex systems, and museum exhibits to ensure optimal functionality.
- Collaborate with the Technology Team, internal departments, and vendors to develop, implement, and support project plans.
- Stay up to date with industry best practices, new product releases, and emerging technologies.
- Write and maintain internal and end-user specification documentation of business system processes, procedures, and changes.
- Prioritize projects and daily tasks while providing excellent customer service.
- Assist in the installation, configuration, and maintenance of servers, including physical and virtual machines.
- Support LAN-based applications, including switches, routers, and firewalls.
- Assist with the administration of network security measures to protect data, software, and hardware.

- Assist in the installation, configuration, and maintenance of hardware and software systems.
- Perform routine system updates, patches, and upgrades.

Job Requirements
- This is a full-time position working **on-site** at MIM.
- Candidates should have at least 3 years of experience with LAN and WAN technologies, including multiple network operating systems, topologies, and protocols.
- Candidates should have 5 or more years of related information technology experience.
- A bachelor's degree in computer science, computer engineering, business information systems, or a related major is preferred. Relevant certifications and additional years of experience can be substituted in lieu of an undergraduate degree.
- Candidates should be able to work independently and with a team to organize and complete projects in a timely manner and to the quality expectations of the MIM brand.
- Candidates should demonstrate the ability to apply technology in solving business problems.
- Experience supporting any of the following technologies is preferred**:**
    - Cisco switching
    - Cisco server hardware
    - Microsoft Active Directory (Management, GPOs, etc.)
    - Sophos/Fortinet firewalls
    - HPE Aruba Wi-Fi
    - VMWare vSphere/Microsoft Hyper-V
    - Cisco phone systems
    - Microsoft 365
    - Cybersecurity paradigms (SIEM, MDR, etc.)
    - HPE Alletra/Nimble Storage
    - Backup devices and software (Backup Exec, Veeam, etc.)
    - ManageEngine network utilities
    - PCI compliance
    - Physical security systems (Access and VMS)
    - Microsoft SQL (setup, configuration, backups, etc.)
    - Microsoft System Center

Position Offerings
- Salary will be commensurate with requisite skills and qualifications.
- Benefits package includes medical, dental, and vision insurance, short-term and long-term disability insurance, life insurance, generous matching 401(k) plan, and time-off accruals.

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