

Application Systems Administrator

Reporting to the Director of Information Technology, the Applications Systems Administrator is responsible for maintenance of day-to-day network and server operations. The position supports IT infrastructure-related applications, assists in analyzing business processes and facilitates implementation of new and innovative software applications. The position monitors the administration by stakeholders of various business applications to ensure best practices regarding any interaction with the organization's IT infrastructure and network and data security.

Key Responsibilities:

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, etc.
- Manage all systems backup retention and restore procedures.
- Maintain and troubleshoot the server, storage and switch farm infrastructure.
- Maintain SQL server infrastructure, and tasks related to performance of SQL.
- Establish and maintain network login scripts and group policies in accordance with guidelines.
- Manage user accounts and maintain network security via the tools provided.
- Maintain multifactor environment to strengthen overall network security posture.
- Assist with the analysis of business processes and help develop new applications that will improve efficiency and standardize business operations.
- Monitor administration by stakeholders of various business applications to ensure best practices regarding any interaction with the organization's IT infrastructure and network and data security.
- Analyze IT help requests to inform evaluation of the organization's IT needs.
- Manage large scale networked copy/print/scan equipment support and upgrades.
- Assist in managing phone and other communication systems.
- Provide support for applications and files delivered via MS O365 and SharePoint.
- Set up workstations, associated hardware devices and institutional software applications.
- Serve as the secondary contact for hardware and services vendors.
- Prepare and update IT infrastructure operations documentation and train users as needed.
- Document and follow all IT department policies and procedures.
- Manage additional projects as assigned.

Qualifications:

- BS in Computer Science or related field of study or equivalent combination of education and experience.
- 2-3 years supporting major applications, systems and web infrastructures required.
- 2-3 years of experience managing a Cisco network and HP server farm required.
- Strong knowledge of Microsoft Office365 administration required. Knowledge of iOS a plus.
- Excellent hands-on technical and functional knowledge of HP, Cisco, Meraki, Hyper-V and Palo Alto software & equipment.
- Experience with on Prem and Cloud-based backup environments required.
- Microsoft Azure, Active Directory, and ADFS experience required.
- Technical knowledge of the PC and Web environments and ways to fix/optimize these environments necessary.
- CCNA, MCP or other certifications strongly preferred.
- Excellent verbal and written communication skills and an orientation towards effective and intelligent customer service.
- Excellent project and time management skills.
- Demonstrated ability to multi-task and work well under pressure with strong problem-solving abilities.

The Public is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

This is an Exempt position, according to the Fair Labor Standards Act.

Please submit cover letter, resume, and salary expectations to jobs@publictheater.org