



Navigating Shared Futures

Asia Society Career Opportunity

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Location: Asia

Position: Systems Administrator and Desktop Support - Code 2225

FSLA Exemption Status: Exempt

SUMMARY:

Founded in 1956, Asia Society's purpose is to navigate shared futures for Asia and the world across policy, arts and culture, education, sustainability, business, and technology. We provide a platform for dialogue and encourage a diversity of views as we try to find the most effective ways forward. Headquartered in New York City, the organization has 12 other Centers around the world, a global staff of 235, and an annual global operating budget in excess of \$44m.

This position is responsible for implementing, managing and troubleshooting in-house digital infrastructure, cloud enterprise applications, and data systems for Asia Society's global centers located in Asia and Europe and its shared global applications and systems. They will be located in Asia to work within the time zones of the global centers. They will also work closely with the EDDSS on advancing cybersecurity protections in the global system. She/he will be involved in cloud migration, server virtualization, training end users with new technologies, with a strong emphasis on automation, efficiencies and integration.

RESPONSIBILITIES:

- Perform day-to-day systems administration activities including maintenance, backup, utilization and performance monitoring, and ensuring security on a variety of Windows-based computing platforms.
- Administer and maintain end user accounts, permissions and access rights. Assist other IT staff members in everyday tasks.



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- Manage, resolve or escalate trouble tickets submitted by users irrespective of their locations.
- Must have excellent organizational, communication and interpersonal skills. Customer service oriented and be able to work in a team environment.
- Must be available during outside business hours for remote support and be available for other tasks, as needed and assigned by the EDDSS. Will need to be available to hold regular meetings with NY Headquarters during EST business hours.
- Create documentation on all upgrades, installs, repairs and actions for internal IT use and for end user training.
- Liaise with third party vendors (ISP, hardware and software vendors, solutions integrators) for any technical troubleshooting.
- Work with the EDDSS on proactively ensuring cybersecurity of the network and system.
- Provide user training in systems as well as IT and industry best practices of IT policies, procedures.
- Other tasks, as assigned by the Executive Director of Digital Strategies & Solutions.

QUALIFICATIONS:

- Strong attention to detail, critical thinking and analytical skills. Ability to handle multiple tasks, while having ability to prioritize - especially during emergency situations.
- Must be technically proficient, including but not limited to the following specific areas of knowledge, experience and skills.
- Ability to be a strong proactive problem-solving, with comfort in out-of-the-box thinking.
- Bachelor's Degree in Computer Sciences or at least five years of related field required.
- At least five years of experience as systems administrator, Windows server administrator, network administrator or a similar position.
- Current Microsoft MCSE certification is preferred.
- CCNA certification desirable.
- Other technical certifications are a plus.



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- Prior non-profit work experience highly desirable.

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Asia Society offers a competitive salary, as well as a comprehensive benefits package. For benefits information please visit www.asiasociety.org/about/careers and click on "Employee Benefits" to view our full benefits summary.

HOW TO APPLY:

Please submit your cover letter and resume indicating position reference code 2225 and salary requirements to: itjobs@asiasociety.org.

Asia Society is an Equal Opportunity Employer.