Asia Society Career Opportunity

Location: New York

Position: Systems Administrator   Code 2203

PURPOSE:
This position is responsible for implementing, managing and troubleshooting in-house digital infrastructure, cloud enterprise applications, and data systems for Asia Society's headquarters and its shared global applications and systems. 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.

- 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.

- 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.

- Backup the Help Desk technician, handling more advanced trouble tickets and supporting the EDDSS on other IT issues, as needed.

- 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 strong and proactive at problem-solving, with comfort in out-of-the-box thinking.
- Bachelor's Degree in Computer Science or at least five years of related field required.
- At least three years of experience as systems administrator, Windows server administrator, network administrator or a similar position.
- Current Microsoft MCSA or MCSE certification is preferred.
- CCNA certification required
- Other technical certifications are a plus.
- Prior non-profit work experience highly desirable
- Knowledge of and interest in Asia is a plus

COMPETENCIES:

- Professional and Results-Oriented: Seeks to consistently produce results that achieve goals and objectives; Conscientious and efficient in meeting commitments and observing deadlines; Able to work independently with minimum supervision; Good judgment, tact and discretion; Ability to translate ideas into action.
- Collaboration and Teamwork: Excellent skills in communicating with people from different cultures, backgrounds, and across time zones; works with others towards common purposes to achieve shared goals by developing and maintaining responsive, cooperative and mutually beneficial internal and external relationships.
- Technical Expertise: Professional competencies in the related field of work; Recognizes trends in theory and practice of one's own technical area and effectively prepares for anticipated changes, including, but not limited to the following:

    o Proven proficiency with Office 365 and Microsoft Windows Server 2012 R2, 2016, Active Directory, Group Policies, DNS, DFS, DHCP and the management of Microsoft systems including Azure via Powershell
    o Hands on experience and knowledge of HP Server hardware.
    o Proven experience with Box.com administrative interface, including advanced Box security tools, and end user support.

- Proven experience managing cloud-based VOIP solutions, RingCentral preferred
- Experience managing user identity via Okta
- Working knowledge of Cisco Firewalls (CCNA certification required)
- Familiarity with virtualization technologies, Hyper-V preferred
- Knowledge of network infrastructure and wireless technologies (Meraki and/or Aruba).
- Experience with project Management Software is needed (Wrike, Trello, Basecamp)
- Knowledge of Mobile Device Management
- Knowledge of API connectors such as Zapier or Workato.
- Experience integrating systems with Salesforce a plus

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 email your cover letter and resume indicating position reference **code 2203** and salary requirements to: **itjobs@asiasociety.org**

Indicate job title in the subject line. Resumes without cover letters will not be accepted. No phone calls, please. Only those candidates considered for an interview will be contacted. Please regard your resume as having been received unless your email is bounced back.

The Asia Society is an equal opportunity employer.