



## Systems Administrator

The Baltimore Museum of Art seeks a full-time Systems Administrator to manage software, hardware and networks for the museum. The ideal candidate will maintain, patch and upgrade the combination of virtual and cloud-hosted machines that comprise the BMA's network. They will monitor the network and provide reports and recommendations on architecture improvements; and consult on digital storage, network security, and network efficiency.

### **RESPONSIBILITIES**

Responsibilities include, but are not limited to:

- Serve as the network expert for the Helpdesk team providing technical support for both hardware and software issues the BMA staff encounter. Manage, monitor, troubleshoot and support all Physical and Virtual Servers, equipment and applications, such as Microsoft 2008-2016 and later server operating systems, server hardware, switches, routers, Office 365 and e-mail related solutions, museum applications, SQL databases, Azure, VMware, Exablox, Veeam, Sonicwall firewall, switch and Wi-Fi infrastructure management, etc.
- Manage the configuration and operation of client-based computer operating systems for both Windows and Mac platforms and respond to help desk requests as needed.
- Monitor the network systems and storage systems, responding immediately to security or usability concerns.
- Assist with installation, configuration, management and support of company printers, copiers, and scanners.
- Administer necessary security infrastructure, including firewalls, malware protection software and best practices in processing and general architecture.
- Manage and deploy end-user IT hardware, such as desktops, laptops, printers, telephones, multi-function copiers/scanners/faxes, monitors, etc.
- Review and monitor storage and usage reports to identify pain points within the network.
- Sustain the Disaster Recovery/Business Continuity Plan in accordance with the Museum's policies and ensure that it is continuously tested and documented.
- Assist IT director in managing vendors, including contracts, licenses, and maintenance agreements.
- Provide short and long-range IT strategic planning, conducting technology needs analysis, recommending, implementing new technologies, and disaster recovery planning. Experience with cloud migration is highly preferred.
- Ensure IT security practices, policies and products are in place, including regularly applying software patches and software upgrades to all systems and backups are appropriately completed.
- Manage after-hours staffing for the IT department for special events

This full-time, exempt position reports to the Director of IT.

### **QUALIFICATIONS**

- Undergraduate degree in Computer Science, Information Technology, or related field or equivalent professional experience
- Minimum 3 years in Systems Administrator role.
- Extensive knowledge of computers systems of all platforms: Mac, Windows, Linux, Unix, etc.
- Thorough knowledge of networking, Routers, Switches, DNS, DHCP, Active Directory, Firewall, VPN, Wireless controllers, VMware vSphere, Azure AD, Group Policy, SQL, PowerShell, etc.
- Ability to independently research a problem using available resources, such as manuals, training materials and the Internet
- Implement and support all presentation-based technologies including projectors, A/V equipment and software
- Ability to lift up to 25 lbs. and do the physical work related in setting up new PCs and Printers, i.e., lifting, bending, squatting, kneeling
- Strong intellectual curiosity, motivation to advance in the profession and ability to multi-task.
- Exceptional customer services skills
- Passion for working in a non-profit organization

### **BENEFITS**

The BMA is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

We offer a competitive salary and a generous benefits package. For this exempt position we offer medical, dental, vision, prescription, 403b retirement plan, long term disability, flexible spending account, flexible and condensed scheduling, museum and restaurant discounts, and reduced fee gym membership. We also offer accrued vacation, holidays, personal days, floating holidays, and sick days.

### **APPLY**

Please send a cover letter with salary requirements and resume to [HR@artbma.org](mailto:HR@artbma.org) with **“System Administrator” your first and last name** in the subject line.

Incomplete application materials will not be considered.

Position will be posted until filled.

No phone calls please.