



TURTLE BAY
EXPLORATION PARK.

POSITION ANNOUNCEMENT

IT SYSTEMS ADMINISTRATOR

I. SUMMARY

Under the supervision of the Chief Financial Officer, the IT Systems Administrator's primary responsibility is to ensure the stable and secure operations of Turtle Bay's information technology resources, and provide customer oriented technical assistance and training. The position handles system-related acquisitions, configurations and maintenance for the following: Network equipment, server hardware, core applications, server operating systems and programs including the mail server, audio visual equipment, telecommunications including mobile phones and radios (walkie-talkies).

II. ESSENTIAL JOB FUNCTIONS

- Respond to user inquiries concerning systems operation and diagnose system hardware, software and operator problems.
- Ensure proper recording, documentation, resolution and closure of staff help desk issues.
- Instruct users in use of equipment and software.
- Design, configure, install, and maintain components including but not limited to personal computers, system software, server hardware, server operating systems, server applications, printers, desktop operating systems, desktop software, copiers, and any other peripherals associated with the operation of these components.
- Work with outsourced technology partners to provide onsite/preliminary as well as coordinated support for Ethernet switches, routers, firewalls, telecom systems, and wireless systems.
- Maintain, monitor, and test backups of stored data, mission critical applications, and any other relevant configurations required to maintain continuity in business operations and expeditious recovery from system failure(s).
- Establish, maintain, and optimize user directory services such as Active Directory in order to maintain business continuity, user safety, and data protection.
- Train staff, and provide support for the telephone system, mobile phones, radios (walkie-talkies), handsets, and other telecommunications-related technology.
- Ensure compliance with Turtle Bay's Information Technology policies and security standards, and maintain systems-related documentation.
- Maintain building access and door lock software; generate and maintain employee badges.
- Provide audio visual equipment support and assist users in determining event AV needs and requirements. Assist with AV set-up and troubleshoot malfunctioning AV equipment.
- Maintain effective liaison between Turtle Bay's users and the various software and hardware vendors.
- Manage the annual IT budget.
- Other duties as assigned.

III. EDUCATION AND EXPERIENCE

- BS degree in Information Technology, Computer Science or equivalent.
- Minimum five (5) years PC/Network experience managing mid-size LAN/WAN systems.

- Minimum five (5) years' experience providing end-user support in a business environment.

IV. **KNOWLEDGE, SKILLS AND ABILITIES**

- Working knowledge of help desk software.
- Customer Service Orientation.
- Strong client facing and communication skills.
- Advanced troubleshooting and multi-tasking skills.
- Requires strong knowledge of hardware & software installation, repair, maintenance, and configuration.
- Proficient with Windows operating systems XP, 7, 10, Windows Server 2003,2008,2012, Exchange 2010 and up, MS Office suites, Active Directory, DNS, DHCP, and RAID.
- Symantec Endpoint Protection Management, Mail Security, and Backup Exec 2012
- VMware setup and management and related tools experience
- Wired & wireless router/switch setup, configuration & troubleshooting
- Ability to safely install projectors, speakers, projection screens, etc. and troubleshoots audio visual systems.
- Experience with IP telephone systems preferred.
- Knowledge of Mac operating systems desirable.
- Experience with Blackbaud and CounterPoint systems desirable.
- Web based camera & security system knowledge desirable.
- Possess a valid California driver's license or be able to acquire within ten (10) days. Provide a clean DMV report.

V. **INSTITUTIONAL RESPONSIBILITIES**

All staff members play an important role in supporting and advancing the Turtle Bay's mission and vision for our role in the community. As such, we seek candidates who will share our path to:

- Support the museum's mission to inspire wonder, exploration and appreciation of our world, and share our vision of TBEP as a vibrant gathering place where our community is strengthened through education, cultural engagement and economic growth.
- Uphold our core values in one's day-to-day work including playfulness, real-world experiences, interdisciplinary learning, community, lifelong learning, integrity, and sustainability.
- Contribute to a positive organizational culture based on respect, cooperation, professionalism and teamwork, as we strive together to achieve our mission and vision.

NOTE: These statements are intended to describe the general nature and level of work involved for this job. It is not an exhaustive list of all responsibilities, duties, and skills required of this job.

*** This is a Regular Full-Time benefited position. FLSA Status is non-exempt.**

*** Benefits: Medical, Dental, Vision, Life & AD&D Insurance, LTD, 401(k) Plan and more. Includes a family membership to Turtle Bay during employment and 20% off most purchases at the Turtle Bay Museum Store & Nursery**

APPLYING: EMAIL the required documents below to: hr@turtlebay.org

- **A Cover Letter (stating how your work experience demonstrates you are qualified for the position)**
- **A Resume**
- **Three Professional/Work References (name, relationship, phone number)**

Applicants must be available to work flexible hours including weekends, holidays, evenings, and extended hours as needed. Applicants must also be computer literate (e-mail, internet, Microsoft Office).

For a more detailed job description, visit our website at: <http://www.turtlebay.org/employment>

To learn more about our organization and upcoming exhibitions go to: <http://www.turtlebay.org/>