

AMERICAN FILM INSTITUTE
JOB DESCRIPTION

POSITION: Systems Administrator
DEPARTMENT: AFI Information Technology
LOCATION: Los Angeles Campus

PRINCIPAL RESPONSIBILITIES:

The Systems Administrator, a hands-on role, is responsible for assisting the Technical Manager, IT in managing systems and infrastructure, and assisting with advanced helpdesk support issues in a primarily Apple environment on a wired and wireless network which includes on-premises servers and cloud systems.

PRINCIPAL DUTIES:

- Participate in the design, management, and documentation of networking, systems, and campuswide technical initiatives which may affect multiple (or all) departments.
- Collaborate in handling advanced help desk support issues.
- Use JAMF Pro to efficiently manage, inventory, and configure Apple Macs.
- Administer Microsoft Office 365 and other cloud services.
- Build service relationships with internal constituents; develop and maintain excellent working relationships with other departments across the organization, ensuring the IT department is well received and consistently represents professional standards and deliverables.
- Help recommend systems, processes and procedures to ensure effective monitoring, control and support of service delivery; maintain a thorough understanding of all organizational standards, policies, procedures and guidelines.
- Assist the user community with IT best practices.
- Perform after-hours on-call support as needed to ensure 24/7 coverage.
- Assist with IT-related documentation/document preparation and processing as needed.
- Other duties as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree required.
- A minimum of three to five years of hands-on IT helpdesk and/or infrastructure experience covering multiple platforms, including at least macOS and Microsoft Windows.
- Must have some experience in configuring switches and network operating systems.
- Some familiarity with terminals, shells, and command-line tools is required.
- Must have experience with the MDM software, Jamf Pro (formerly Casper).
- Direct knowledge of and experience with macOS and Microsoft Windows applications and operating systems; and configuring, troubleshooting, and repairing software and hardware.
- Experience with cloud services, specifically Amazon Web Services and Microsoft Azure, is a plus.
- Successful track record in project-based work, including the ability to meet tight deadlines and prioritize competing demands based on needs assessment.

- A champion for exceptional customer service to provide solutions to technological and operational issues and concerns for the enterprise; demonstrated ability to provide end-users with best-in-class service and timely creative solutions.
- Strong time-management, organizational and multi-tasking skills, coupled with the ability to work independently and with minimal supervision while also contributing to a high functioning team.
- Exceptionally detail-oriented with the ability to take initiative on handling issues and assignments and competently communicate results and next steps.
- Excellent oral and written communication skills.
- Strong diplomacy skills and professionalism are mandatory; this includes the ability to maintain complete confidentiality and discretion at all times.
- Ability to work calmly under pressure.
- Personal integrity and the ability to inspire confidence and trust.

SUPERVISION:

The Systems Administrator performs all duties and responsibilities under the guidance and supervision of the Chief Resource Officer and works closely with the AFI IT Technical Manager.