AMERICAN FILM INSTITUTE
JOB DESCRIPTION

POSITION: IT Systems Specialist
DEPARTMENT: AFI Information Technology
LOCATION: Los Angeles Campus

ABOUT THE AMERICAN FILM INSTITUTE

Created in the White House Rose Garden by presidential mandate in 1965 as a non-profit educational and cultural organization, the American Film Institute (AFI) is America's promise to preserve the heritage of the motion picture, to honor the artists and their work and to educate the next generation of storytellers.

AFI programs include the *AFI Catalog of Feature Films* and Archive, an authoritative record of American film in words and pictures; the AFI Life Achievement Award and AFI Awards, which honor leaders in the art form; AFI exhibition, which includes prestigious annual film festivals such as AFI FEST in Los Angeles and AFI DOCS in Washington, D.C., as well as the AFI Silver Theater's screenings of new and classic films 365 days of the year; and the AFI Conservatory, which has been consistently recognized as among the leading film schools in the world.

ABOUT THE JOB POSITION

OVERVIEW OF ROLE:

The successful candidate is an IT expert with substantial experience in network administration and engineering and has established a proven track record across all aspects of IT deliverables – from basic hardware/software Helpdesk support to complex technology solutions. S/he has proven skills to work effectively with the IT Director and other Helpdesk support, all levels of the AFI user community and the network of IT vendors to build, optimize and maintain AFI's IT infrastructure and equipment.

The IT Systems Specialist reports to the Director of IT and, among other responsibilities, is directly responsible for architecting, managing and troubleshooting AFI's Extreme Networks-based network infrastructure, Fortinet firewall and VPN, and Aruba WiFi.

This role is a hands-on position which also will provide general IT support, including the maintenance of desktop-related Mac-based hardware/software, Jamf Pro Mac management, on-site end-user support, trouble shooting of Windows server-related hardware and software, effectively managing network security protocols, resolving higher-level helpdesk requests and escalations and troubleshooting/maintaining the Alcatel telephone system.

This individual also will be involved in database project administration and provide insight to database development, including new multi-department database systems and/or content management systems.

The IT Systems Specialist is a champion for exceptional customer service to provide timely solutions to technological and operational issues and concerns for an entire enterprise system. S/he is committed to excellence and to making a difference, continually striving for process improvements and success.

As a non-profit, AFI's IT Budget is modest, yet the organization recognizes IT demands will continue to be important in the coming years. The ideal candidate must bring a practical approach to the position, knowing how to prioritize "needs" vs. "wants" and have the keen ability to implement effective solutions with limited resources.

PRINCIPAL DUTIES:

- Manages installation, maintenance, troubleshooting and reporting of the organization's Extreme Networks-based Ethernet/fiber network, Fortinet firewalls and VPN, and Aruba WiFi; properly identifies, analyzes and solves network problems to ensure SLAs are met; leads the development of system performance metrics to benchmark current performance and as a measurement for future enhancements.
- Reviews all IT network designs as appropriate; contributes to network design, equipment selection, installation, operation, tuning and troubleshooting; researches network emerging technologies and vendors against company needs and makes informed recommendations.
- Applies knowledge of network design and LAN/WAN communication concepts protocols.
- Ensures the consistency and maintainability of existing applications by creating, maintaining and enforcing standards/procedures for implementing technical solutions.
- Establishes, troubleshoots and supports the organization's desktop operating systems (OS X, Windows), common end-user applications, computer-related hardware (desktops, portables, PDAs, printers, etc.) and server operating systems (primarily also OS X and Windows), including direct management of Active Directory, Group Policy, and User and Folder Security as well as desktop virtualization software from Parallels.
- Manages Jamf Pro Mac management software to ensure endpoint inventories, policies, updates and configurations are properly updated.
- Architects and manages Active Directory and Azure AD domain infrastructure, DNS and all dependencies.
- Manages the Single Sign On environment via SML and CAS.
- Develops cost-effective security solutions and competently manages the maintenance and removal of viruses/malware/spyware and maintenance of security measures to protect the organization's IT systems and data and manage spam; assesses and adjusts security systems to meet PCI compliance requirements.
- Administers and maintains reliable onsite and offsite backup solutions, including recovery operations; architects an organization-wide disaster recovery plan utilizing Unitrends as the backup system.
- Contributes to database migration and other project development.
- Provides appropriate hands-on technical support for all service-related reports received; develops and/or adheres to team and corporate standards and documents configurations to approved procedures; participates in after-hours on-call support system to ensure 24/7 coverage; follows protocols for ticketing systems to track end-user issues and develop knowledge-based articles and easy-to-use reference system to document issues and associated resolutions.
- Establishes and maintains excellent working relationships across the organization, ensuring the IT department is well-received and perceived as effective; mentors the user community and IT Helpdesk Level 1 and Level 2 staff on best practices and IT solutions; manages operations to execute production tasks according to a documented schedule that meets/exceeds customer expectations.
- Performs other duties as assigned by the IT Director and AFI Senior Management.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree, preferably in computer science or a related field.
- Minimum seven years of direct IT experience, including at least four years of Cisco or Extreme network administration and three years of IT service desk experience supporting Apple OS X and Microsoft Windows.
- Must hold one or more of the following certifications: CCIE/CCNP and/or MCSE (highly preferred), A+, Security+, Network+, Extreme Network Certs, MCP, CCNA and/or MCSA.
- Strong knowledge of networking principles (VLAN, IP, DNS, DHCP, firewalls, VPN).
- Ability to competently manage wireless networking technologies, including deployment and troubleshooting of premise/structure cabling and ongoing hardware functionality.
- Strong experience in advanced routing protocols, WAN optimization, firewall rules, network management and monitoring tools.
- Detailed understanding of VOIP, QOS, and network security concepts.
- Deep technical knowledge of Apple OS X and Windows computers in an enterprise environment and a hands-on ability to support applications on both platforms, including troubleshooting and support techniques from the Unix command prompt and installing and troubleshooting hardware (desktops, portables, PDAs, printers) and software.
- Direct experience with Jamf Pro Mac Management software (formerly Casper Suite).
- Ability to install, manage and deploy desktop virtualization software from Parallels.
- Highly capable of operating and troubleshooting common end-user applications; direct knowledge of and experience with the following: Active Directory to manage computer settings and users/group access to network resources; support of Microsoft Office 2010-2013, 2016 and 365 applications; configuring/troubleshooting Apple iPhones/iPads, iOS/Android mobile devices and Xerox/HP printers.
- Demonstrated experience in performing all phases of systems requirements management and engineering, including definition, analysis, validation and verification.
- Ability to competently develop and maintain anti-spam security protocols.
- Working knowledge of Group Policy, and User and Folder Security.
- Strong experience with Active Directory and Azure AD, domain architecture and migrations, LDAP, SSO and relevant authentication protocols.
- Experience with relational database administration and development.
- Successful track record in leading network infrastructure projects, including the ability to meet tight deadlines and prioritize competing demands based on needs assessment.
- Excellent oral and written communications skills, including exceptionally strong attention to detail and a commitment to thorough resource documentation.
- Strong time management and multi-tasking skills, coupled with the ability to work independently and with minimal supervision while being an integral member of a high-functioning, results-oriented team.
- Exceptional organizational skills, including the ability to manage multiple high-level projects and priorities simultaneously, and provide appropriate and timely follow-up to stakeholders.
- Strong diplomacy skills, professionalism and personal integrity are mandatory; this includes the ability to maintain complete confidentiality and discretion at all times and to inspire confidence and trust.

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