

Manager, Information Technology

The Museum of the City of New York celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. Founded in 1923 as a private, nonprofit corporation, the Museum connects the past, present, and future of New York City. It serves the people of New York and visitors from around the world through exhibitions, school and public programs, publications, and collections.

The Museum is seeking an Information Technology Manager, to join the Museum's management team, who will partner with the Information Technology Director on the overall planning, organization, and execution of all information technology within the organization. The IT Manager will direct IT staff to carry out the support and maintenance of existing applications and development of new technical solutions and serve as liaison between staff, business and technical functions at each stage.

Roles and Responsibilities:

Essential responsibilities include, but are not limited to, the following:

- Strong knowledge of Microsoft Office365 environment including, but not limited to Azure Active Director, Group Policy and Exchange
- Fundamental understanding of IP networking, including subnetting and VLANs
- Manage and maintain all technical systems and resources including, but not limited to:
 - Server and storage infrastructure such as iSCSI SANs
 - Remote user interface through SonicWall VPN;
 - SonicWall Firewall;
 - Onsite/offsite digital asset library consisting of Dell Compellent System, Amazon Web Services, etc.
 - Cisco Meraki infrastructure
- Manage resources and expectations for staff who are on and off site.
- Manage Barracuda services such as email and web filtering.
- Provide training to staff as appropriate on the use of computer equipment and software.
- Administer user accounts for access to networks.
- Maintain up-to-date documentation of network, hardware, and software installations, procedures, and standards.
- Ensure and the continuous functioning as well as the on-going security and efficiency of computer systems to meet the Museum's needs.
- Monitor network performance and troubleshoot PC, MAC, and Server hardware/software problems.
- Monitor integrity of backup systems.
- Implement and install new software, hardware, and computer peripherals.
- Assist in maintaining the Museum's website and Intranet capabilities.
- Provide training and support for use of technology in galleries, classrooms, and visitor services.
- Participate in all hardware and software evaluations and improvement recommendations in collaboration with IT Director.
- On call to support weekend activities as needed via remote and onsite calls; and
- Manage the Technical Support Analyst, Per Diem AV Contractors, IT Intern positions
- Perform other related duties as assigned.

Supervisory Responsibility

Directs, coordinates, trains and evaluates IT department personnel.

A successful candidate will have:

- Bachelor's Degree in Information Technology, Science or Computer Science, or Management preferred or related certificate.
- A minimum of 3 years' work experience Computer proficiency in both a Windows and Macintosh environment with at least 3 years' work experience in an information system support capacity with a LAN installation; Certified MS Network Administrator, CISCO Certification,
- Experience with network technical infrastructure with demonstrated proficiency in installing, configuring, and up-grading local area networks.
- Familiarity with implementing web servers and hosting Internet applications.
- Experience with managing e-mail servers and workgroup computing applications (MS Outlook/Exchange a plus).
- Demonstrate the ability to solve advance problems and to organize and track tasks to completion
- Strong customer service focus and ability to work with a broad range of users; and
- Ability to take initiative, multi-task, and work graciously in a fast-paced environment.

Working conditions

Special working conditions may include but not limited to:

- Ability to work weekends, evenings, and holidays as needed.
- Weekend and after-hours emergency response coverage as required.
- Ability to travel between Museum and secondary Museum storage site.

Physical requirements

While performing the essential functions of the job, the manager may be expected to:

- Maintain a stationary position for prolonged periods at a desk or workstation, working on a computer.
- Ascend/descend ladders and stairs, position self to maintain equipment, machinery, work at heights, or in confined or tight spaces; observe fine detail when operating or installing equipment.
- Must be able to lift up to 20 pounds or greater at times.

BENEFITS

Excellent benefits package, including medical, dental, and vision, paid time off, and a defined benefit pension plan as well as a 401K savings plan.

HOW TO APPLY

Please email your resume and cover letter to the Museum of the City of New York Attention: Human Resources Department to jobs@mcny.org. To be considered, please include **Title of Position** within the subject line of your email.

The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.

The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with

religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. The museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the museum has facilities.