

Systems Analyst FOR WORLD-RENOWNED MUSEUM

The Solomon R. Guggenheim Museum is seeking a Systems Analyst. The Systems Analyst is responsible for level 2/3 support of the organizations desktop hardware/software environment, leading related standardization and upgrade initiatives, performing windows server administration and actively participating in the organization's deployment of new, business applications and releases.

Founded in 1937, the Solomon R. Guggenheim Foundation is dedicated to promoting the understanding and appreciation of art, architecture, and other manifestations of visual culture, primarily of the modern and contemporary periods. The Guggenheim realizes this mission through exceptional exhibitions, education programs, research initiatives, and publications. The Guggenheim strives to engage and educate an increasingly diverse international audience through its unique network of museums and partnerships. With nearly three million annual visitors worldwide, the Guggenheim and its network is one of the most visited cultural institutions in the world.

Supervisory Responsibilities:

None

Key Responsibilities:

- Level 2/3 support of the foundation's desktop hardware/software (Windows 7 and XP, and Mac – Snow Leopard, Lion) environment, printers, other infrastructure components and business applications. This includes installations, moves, adds, changes and end user technical problem resolution, as assigned by the Help Desk
- Lead role in desktop-related projects, including software standardization and image management
- Windows server administration, including installation/testing of operating system updates and patches, hardware configuration, group policy administration and operational monitoring/troubleshooting
- Active participation in the implementation of new software applications and releases
- Stay abreast of emerging technologies and provide recommendations pertaining to the continual evolution of the organization's technology infrastructure

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- Maintain current documentation for supported systems
- Other activities, as assigned by the Chief Information Officer

Qualifications and Requirements:

Required

- BA in Computer Science or related field from an accredited college
- Minimum three years experience in providing desktop support services, with applicable technologies/platforms
- Experience in windows server administration, including Active Directory, Group Policy and patch management
- Demonstrated knowledge of networking concepts and technologies
- Vendor coordination and service level management experience
- Background in remote access support
- Understanding of best practices, with respect to security and compliance
- Experience authoring and updating technical documentation
- Knowledge of new and emerging technologies
- Strong communication skills, both verbal and written
- Ability to work independently, as well as part of a team
- Flexibility, including the ability to manage multiple priorities concurrently

Desirable

- Email platform management/migration experience
- Practical project management experience
- Understanding of storage area networks

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Qualified applicants please send your resume and cover letter and salary requirements to employment@guggenheim.org. Indicate the job title "Systems Analyst" in the subject line. Only those applicants who meet our requirements for this position will be contacted. The Solomon R. Guggenheim Foundation is an equal opportunity employer.

For more information on our organization, please visit us at www.guggenheim.org.