

Network Administrator

The Adrienne Arsht Center for the Performing Arts of Miami-Dade County is seeking an experienced, skilled, and highly motivated Network Administrator to support the Assistant Vice President, Information Technology.

FLSA Status: Full-time, Exempt

About the Adrienne Arsht Center for the Performing Arts of Miami-Dade County

Set in the heart of downtown Miami and designed by world-renowned architect Cesar Pelli, the Adrienne Arsht Center for the Performing Arts of Miami-Dade County is one of the world's leading performing arts organizations and venues. Spotlighting legends and serving as a launch pad for local artists to make their mark on the international stage, the Center presents nearly 500 events each year across its eight flexible, state-of-the-art performance spaces. The Center programs 12 signature series, including the largest jazz series in South Florida, the biggest flamenco festival on the East Coast, and a robust program of new theatrical works as well as free programming for the community and an arts education program that serves nearly 30,000 children each year. Since opening in 2006, the Arsht Center, a 501C3 non-profit organization, has emerged as a leader in presenting innovative programming that mirrors South Florida's diversity as well as a catalyst for billions of dollars in new development in the downtown area. The Center includes the 2,200-seat Knight Concert Hall, the 2,400-seat Ziff Ballet Opera House, a 200-seat flexible space Carnival Studio Theater, and the 57,000-square-foot central Thomson Plaza for the Arts outdoor performance space.

The Adrienne Arsht Center is proud to be home to three artistic resident partners:

- Florida Grand Opera: formed in 1994 by the merger of Greater Miami Opera and The Opera Guild Inc. of Fort Lauderdale FGO stands as one of the oldest performing arts organizations in Florida. It combines a rich history of presenting internationally-acclaimed artists, lesser known operas by great composers as well as commissions of works of living composers.
- Miami City Ballet: is among the largest ballet companies in the country. Since 1986, MCB has toured more than 100 U.S. cities, Europe, Great Britain, South America, Central America, and Israel. MCB currently performs in four counties in Florida with an active repertoire of 98 ballets.
- New World Symphony, America's Orchestral Academy: prepares graduates for leadership position in orchestras and ensembles around the world. Since its inaugural concert in 1988 NWS has performed around the globe.

Basic Function

With limited supervision, responsible for the installation and support of enterprise LAN and IT security systems and related equipment in an environment requiring 24 x 7 uptime.

Demonstrate excellent service and decision-making ability in the support of IT Infrastructure and Operations. Promote and demonstrate an attitude of teamwork and cooperation. Conduct the installation of new software/firmware releases, system upgrades, evaluation and installation of patches and resolution of IT security related problems. Assists in the development and design of effective network and IT security strategy. Responsibilities include supporting technologies that include: network monitoring (L2, L3 & L7), network diagnostic utilities, stateful packet inspection, access control (user & packet), switch and router configuration/management.

Additionally, this position will share end user help desk responsibilities across all IT disciplines. In support of the Center's events and performances, occasional but regular night and weekend on site work is required.

Responsibilities

- Works on complex issues where analysis of situations or data requires an evaluation of intangibles or complex data relationships. Exercises independent judgment in methods, techniques and evaluation criteria for obtaining results.
- Performs daily administration of network and security systems to prevent outage and plans for optimized system resource utilization. Maintains integrity and reliability of systems and services through the adherence to procedures and standards. Supports standards and practices with technical and business personal as needed. Conducts capacity planning analysis strategies as appropriate.
- Assists in the development and implementation of standards for system/network maintenance and configuration. Automates routine maintenance tasks as appropriate.
- Working with the Systems Administrator, provides network infrastructure support for the Center's server and application environment
- Provides network/systems related assistance to other departments as needed. Assignments are of a complex nature requiring technical knowledge and experience to develop and implement unique solutions
- Support all switches, routers and wireless access in a multi-tenant campus configuration.
- Monitor and maintain network health using HPE iMC, Aruba AirWave and other tools
- Monitor and maintain network logging and reporting with SIEM tools
- Monitor and maintain VPN user access
- Provide end-user support, which requires competencies in all end-user support roles.

- Assists in training and sharing knowledge with other Team members and Help Desk staff, both face-to-face and by means of creating knowledge-based documentation.
- Other duties as assigned by supervisor.

Ideal Experience

- At least 5 years of network administration skills working in a multi-tenant campus
- Track record of network administration, monitoring and reporting tools
- Deep knowledge of networking concepts and protocols including TCP/IP, BGP, STP, VLANs, 802.1x, SNMP, SIP
- Experience HPE Comware and HPE/Aruba ProCurve switching
- Experience with Aruba wireless
- Customer-focused attitude while providing end user support for networking and other IT needs

Our Environment

We are a proud Microsoft shop. FOSS/GNU evangelists need not apply.

- One on premise data centers, 26 IDF closets
 - Closets:
 - Aruba 2920 switches (ProCurve 16.02)
 - Data Center:
 - HPE 5900 (Comware 7) core and top of rack switches
 - Aruba 5400r (ProCurve 16.02) top of rack switch
- Aruba 200-series wireless with Aruba AirWave
- WatchGuard and SonicWALL firewalls
- Servers: 20 physical servers, Dell and HPE hardware, Windows Server 2008 R2 and 2012 R2
- Virtualization: Microsoft Hyper-V (2012 R2)
- Cloud: Microsoft Azure services and Office 365
- Database: Microsoft SQL Server 2008 and 2012
- Email: Office 365 (Exchange and SharePoint in the cloud)
- Desktops: 200 desktops, primarily Dell hardware and Microsoft Surfaces, Windows 10, Office 2016, some Macs
- Telephones: Skype for Business 2015 on premise, mixture of soft and physical phones
- External Connectivity: Comcast 200MBs, AT&T 250MBs
- Business applications: Microsoft Dynamics GP (accounting, payroll), Microsoft SharePoint (Intranet and report distribution), Tessitura (sales and fundraising), Artifax (facility scheduling)

Upcoming Projects

- Redesign external user connectivity and VPNs
- Aruba Clearpass installation and 802.1x authentication
- Wireless expansion, to include high density access throughout the campus
- Working with Comcast, AT&T and ARIN, establish BGP for redundant routing

Personal Characteristics

The Network Administrator should be:

- Action-oriented; a doer
- Affable, easy to get to know
- Problem solver
- Determined and persistent
- Highly energetic
- Dedicated to accomplishing the organization's goals

Physical Demands

- While performing the duties of this position, the employee is frequently required to stop, reach, stand, walk, lift, pull, push, grasp, communicate, and use repetitive motions.
- While performing the duties of this position, the employee may frequently lift and or move 40 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

Suggestions for candidates and expressions of interest should be addressed to:

Network Administrator
The Adrienne Arsht Center
1300 Biscayne Boulevard
Miami, FL 33132
Attention: Trish Brennan, Vice President, Human Resources

Email: resumes@arshtcenter.org, with Network Administrator search in the title line.

The Adrienne Arsht Center is an Equal Opportunity Employer