

The Los Angeles Philharmonic Association is currently seeking a: Systems Support Specialist, Desktops

Founded in 1919, the Los Angeles Philharmonic Association presents, and promotes the performing arts in its varied forms at the highest level of excellence to a diverse and large audience, at Walt Disney Concert Hall, the Hollywood Bowl, and The Ford.

Position Summary:

This is a technical staff position with responsibility for workstation hardware and end user support. Assists in the methodical, proactive approach to desktop management to ensure high level of customer service.

Position Elements:

- Maintain desktop and laptop hardware inventories and recommend appropriate upgrades.
- Recommend and document procedures for standardizing systems with approved suite of software applications and clients.
- Configure new and re-purposed hardware with approved template.
- Coordinate and conduct efficient moves, adds and changes of systems, with minimal impact to staff, ensuring all user data makes the transition intact.
- Follow procedures for ensuring workstation hardware and application software is continually updated with appropriate performance and security patches.
- Maintain and troubleshoot printer and multifunction copier hardware. Document and maintain procedures dealing with proper use of imaging hardware, including printing, faxing and scanning.
- Troubleshoot desktop IT issues. Implement policies and procedures regarding how problems are identified, received, distributed and corrected. Ensure maximum issue resolution in minimum time.
- Provide end-user support for standard desktop applications, including, but not limited to, MS-Word, Excel, Access, Outlook, OPAS, ADP and Great Plains Dynamics. Troubleshoot user issues and provide first level of application support.
- Provide periodic status reports related to user support issues and desktop performance/reliability to management.
- Evaluate new information system products or services and suggest changes to existing systems to better aide the end user.
- Assist in the creating and maintenance of the Workstation Resource portion of the organizational Disaster Recovery Plan.

Position Requirements:

- Must possess exceptional written and verbal communication skills. The ability to understand, assimilate and clearly convey complicated technical issues to non-technical users is critical.
- Expertise in Windows 10 administration, networking concepts, hardware, cabling, etc.
- Expertise in Windows-based PC applications (MS Office, etc.) is vital.
- Proven ability to prioritize, schedule, and work independently under deadline pressures.
- Must be an innovative thinker with good understanding of system administration and bring creative approach to addressing various IT issues.

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- Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
- Secondary language fluency is a plus

COVID Workplace Safety Requirements

This position will require you to interact with employees, patrons, vendors and others who may or may not be vaccinated or recently tested. You will be required to wear personal protection equipment (PPE) required by the LA County Department of Public Health protocols and the LA Phil. You agree to comply at all times with the LA Phil's COVID-19 Prevention Plan, including testing and vaccination requirements.

How to apply:

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.
- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.