



JOB POSTING

Entry-Level IT Support Technician

Deadline: Open Until Filled

The Arts Club Theatre Company is Canada's largest not-for-profit urban theatre company. The Arts Club Theatre Company produces professional live theatre at three locations - The Stanley Industrial Alliance Stage, Granville Island Stage and Production Shop and the BMO Theatre Centre as well as offering productions on tour throughout the province. The Arts Club Theatre Company offices, rehearsal halls, workshops, and theatres are all located on the unceded, ancestral and traditional shared lands of the x^wməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

The Arts Club Theatre Company is in an exciting period of transition as we look ahead to a full production line up for the coming season. We are looking closely at how we practice theatre and believe the Arts Club should be a great place to work for all. We value determination, curiosity, creativity and comradery. We strive to provide a safe work environment, both physically and mentally, and we have made ongoing commitments to inclusion, anti-racism and anti-oppression. We want the stories we work together to tell to have nuanced and varied perspectives.

The Arts Club is required to maintain PCI compliance as we sell tickets and run theatre bars, take donations and manage patron data. Consequently, our IT needs to follow industry best practices and security standards. We use a managed IT Service Provider to oversee our IT environment. This position will be in-house but the successful candidate will need to follow the guidelines set forth by our IT Service Providers.

QUALIFICATIONS AND EXPERIENCE

- Successful candidate will have completed the CompTIA A+ Certification or have similar training and experience

SKILLS AND COMPETENCIES

- The candidate will be detailed-oriented and be able to follow build instructions for setting up new computers.
- The candidate is a self-starter and should be able to trouble-shoot hardware and software issues, as well as Wi-Fi and networking issues.
- The candidate should have strong communication skills and be able to explain thru email and over the phone technical concepts to non-IT people
- The candidate will always follow best practices and security standards. The candidate should be able to document their work and fill out Change Request Forms when system changes are necessary

DUTIES AND REQUIREMENTS

- Setting up new computers according to build instructions from our Managed IT Service Providers who oversee our IT infrastructure
- Off-boarding staff as they leave or change roles within the company.
- Liaising with our IT Service Providers to answer help desk questions related to software, computers, printers, Wi-Fi, and other systems
- Keeping track of pc inventory
- Rolling out IT Policy to staff
- Providing training to staff in using IT systems as necessary
- Trouble-shooting our food service order system in coordination with the system vendor
- Setting up phone extensions for staff in conjunction with phone vendor and IT Service Providers
- Ordering day-to-day computer equipment
- Being able to create good documentation for any new system changes or procedures
- Decommissioning old equipment and disposing of them in a timely and environmentally conscious way
- Working with the ticketing database manager, staff and contractors to complete yearly pci self-assessment

Start date: As soon as possible

Salary: \$45,000

Employment Type: Full Time

To Apply: Email your cover letter and resume to humanresources@artsclub.com

We thank all who express interest in this position; however, only those selected for an interview will be contacted.

The Arts Club is fiercely dedicated to being an organization that continually respects, champions, and uplifts underrepresented voices in all jobs; and we strongly welcome and encourage those who self-identify as coming from underrepresented communities to submit.

Access and inclusion are deeply important to us. For those who have barriers to access to any part of our process as laid out, please don't hesitate to reach out to us and we will happily work with you to create a process that is accessible to you.