



IT SYSTEMS MANAGER

About the Organization:

For over 40 years ArtsConnection (AC) has been one of New York City's most comprehensive arts education organizations with programs in the performing, visual and media arts. We provide arts education that taps into students' individuality and creativity to help them forge new pathways to navigate their education and future, while building critical thinking, creative problem solving, heightened self-esteem, literacy and strong communicative abilities. Programs are led by 140 racially, ethnically and culturally diverse teaching artists whose distinctive and varied artistic perspectives inspire, guide and support students. Each year, AC partners with NYC public schools (grades pre-K through 12) across the five boroughs, providing artist residencies, professional development for teachers and artists, and family arts events. Out-of-school-time (OST) Teen Programs link the city's cultural resources to the developmental and educational needs of teens, while providing space for artistic expression, experiential learning, career and leadership development. Our work, while rooted in New York City, has been an award-winning and sought-after model on a national scale.

We are intentionally building a path towards equity by:

Using the arts as a platform to imagine an alternative future

Integrating the processes developed by the organization-wide Community Care-Diversity, Equity, Inclusion, and Access Committee and understanding that we all have a place in this work

Identifying and uplifting the assets that exist within our community of young people, artists, educators and arts leaders/administrators

Transforming policies, procedures, practices, and programs (e.g., shifting our artist and staff hiring processes to be more equitable)

About the Position:

Reporting to the Deputy Director for Strategic Operations, the IT Systems Manager is responsible for comprehensive management of organizational technology needs, including serving as lead administrator for our MSOffice365 system. The ideal candidate will have strong experience with providing technical support to staff, management of technology inventory, website maintenance, and monitoring security.

Responsibilities include, but are not limited to:

- Management of all aspects of organizational IT administration and support, including serving as lead administrator for MSOffice365 system
- Proactive approach to security for all organizational systems and accounts, including threat monitoring; resolving phishing attempts, malware, and breaches; firewall maintenance; remote access; and data backup, archiving, restoration, and retrieval
- Technical support and training to ensure all staff members are able to effectively use technology as part of their role, including rollout of new applications/ platforms
- Participate in onboarding of all new hires, familiarizing them with the technical environment along with the rudimentary operation of all MSOffice, mobile, equipment & software applications
- Working closely with the Deputy Director for Strategic Operations, advising on IT strategy, planning for purchases and upgrades, and establishment of technology policies and operating procedures
- Lead point person for all technology-related service contracts; lead researcher, purchaser and installer of all software and hardware (computers, printers/ copiers, softphone system, etc.)

- Coordination with staff for maintenance of organizational websites
- Maintenance of technology inventory, including request process and preparation of devices for distribution

Qualifications:

- Minimum of 3 years of experience in a similar position involving management of multiple aspects of organizational information technology, IT-related degree is useful but not required
- Prior experience as administrator for MSOffice365-based systems
- Ability to balance various priorities and address urgent matters while making progress toward long-term projects and goals
- Prior experience with database and website maintenance, experience with Caspio database platform is a plus
- Excellent communication skills, ability to provide excellent technical support to staff, including training of staff
- Current knowledge of a range of hardware and software, including web applications
- Ability to work in alignment with ArtsConnection's Equity, Diversity, Inclusion, and Access Values: <https://artsconnection.org/diversity-equity-inclusion-values/>

Compensation and Benefits:

- FT Salary Range: \$58,000-\$65,000 annually
- Paid holidays, vacation, sick, and personal days
- Employee Medical, Life, Vision, and Dental Insurances
- Other optional benefits including Transitchek, Flexible Spending Plan, 403(b) retirement plan, and supplemental insurances

This is a hybrid position with In-person attendance required at our offices in Midtown Manhattan for a minimum of two days per week.

In accordance with current requirements, all ArtsConnection employees must be fingerprinted by the NYC Department of Education and maintain "eligible" status.

ArtsConnection is an equal opportunity employer. We have a strong commitment to equity and inclusion, and value the leadership and skills of people from diverse backgrounds. People of color, LGBTQ+ persons, and people from other historically marginalized backgrounds are encouraged to apply.

Deadline to Apply: Friday October 6, 2023

Please email resume and cover letter to: jobquery@artsconnection.org

Subject line: IT Systems Manager

No calls please