



## **PART-TIME IT SERVICES COORDINATOR**

### **Join the IT Team!**

This part-time IT position includes providing as-needed IT services support during live performances and events.

**PLEASE NOTE:** A COVID-19 vaccination record card is a job requirement for Performing Arts Fort Worth employees (subject to exceptions required by state and federal law including for religious belief and disability).

### **PERFORMING ARTS FORT WORTH, Inc Position Posting**

**Title:** IT Services Coordinator  
**Department:** Information Technology (IT)  
**Reports To:** Director of IT, Assistant Director of IT  
**Date:** November 2022  
**Status:** Part-Time; Non-Exempt

#### **Essential Functions:**

To ensure Performing Arts Fort Worth (PAFW) achieves an optimal work environment and equitable treatment of all, employees are guided by two fundamental directives, the PAFW Operating Principles and the PAFW IDEA Statement, in addition to adhering to other terms and policies outlined in the Employee Handbook.

In addition to upholding to these fundamental directives, the IT Services Coordinator fully supports the Information Technology (IT) Department. The IT Department encompasses the following functions of the organization:

- Technology management of PAFW's IT infrastructure and enterprise systems.
- Support of internal users and interaction with outside vendors and consultants.
- Provides training, support, and maintenance of all IT hardware solutions, software systems and enterprise applications.
- Identifies issues, determines action plans that involve resolution, escalation, temporary solutions to allow business continuity.

## **Education, Experience & Skills Required:**

- Three (3) or more of IT experience.
- Comfortable working and/or learning:
  - Windows Client
  - Be versed in Microsoft Server and services such as Active Directory, DNS, DHCP, Certificate Authority, and Group Policy, Hyper V fail over clusters, DFS, Server 2008 to 2021, Azure AD, SQL Server, Exchange, 0365, Share Point, Hybride AD and Exchange, AD Sync
  - Raid 5 / 0 / 1 / 10, SAN's
  - Cisco Networking, Ubiquiti, MikroTik
  - Network Security (Cisco)
  - SharePoint and Cloud Technologies
  - Web Development, JavaScript, HTML, Mobile, and Social Media Standards
  - Cisco ICE
  - Have the ability to resolve technology issues related to servers, workstations, Email, Virus/Malware, Internet/network access, printing, application issues, or other systems as required to minimize downtime
  - RDP technologies
  - VPN's
  - Network drives & Printers
  - SQL Server 2016 / SSRS
  - LAN, WAN, and VOIP Technologies
  - Veeam / Acronis
  - CRM
  - POS Systems
  - NVR's, DVR's H.265 & H.264
  - EXSi/ Vsphere 6.0 – 7.0

Must maintain a positive attitude and influence others to do the same. Must make decisions consistent with organizational policies and goals and responsibly handle confidential information. Must work with accuracy and attention to numerous details and timelines. Strong verbal communication skills are essential to interact successfully with all PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer and PAFW staff concerns, requests and/or complaints in a courteous and informed manner.

**Supervisory:** None

## **Position Responsibilities:**

Key activities of this position include but are not limited to:

- Provides onsite IT support during show performances and events.
- Assists with the setup, deployment, installation, training, support and maintenance of all enterprise IT Systems.
- Willingness to learn enterprise applications and assist in support as able for: CRM/Ticket/Donor Software, Email Marketing System, Financial Accounting System, venue management software), POS, database, and terminals including connectivity, HR/Payroll Timekeeping System (TimeClock Plus) and network connected devices, Volunteer Tracking System (Volgistics), peripheral device and printer/scanner monitoring system (FMAudit).
- Assists in support of backup systems for business continuity and disaster recovery and with emergency response planning for critical departments and organization.
- Utilizes Helpdesk software and supports staff with on-site troubleshooting and training both individually and in groups, ability to escalate and prioritize multiple ongoing issues.
- Other PAFW and departmental duties as assigned.

**Please Note:**

PAFW is in the business of presenting arts and entertainment. To that end, all employees understand and accept that evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances often.

This job posting is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

**Physical/Visual Activities or Demands:**

Physical/visual activities or demands that are commonly associated with the performance of the functions of this position include, but are not limited to:

- Working in close physical proximity to others including co-workers, vendors, and the public.
- Standing, walking, sitting, reaching, stooping, climbing ladders, crawling in / through low spaces.
- Hand and finger dexterity, clear speech, hearing/listening.
- Clarity of vision with the ability to bring objects into sharp focus; color perception.
- Heavy lifting and moving: computers and related equipment; including heavy equipment in the server room; 50 lbs and above.

**Environmental/Atmospheric Conditions:**

Environmental and atmospheric conditions commonly associated with the performance of the functions of this position include but are not limited to:

- Primarily inside; some work outside with wiring and cable connections.
- General office conditions.

**Machines, Tools, Equipment and Work Aids:** Representative, but not all inclusive of those commonly associated with this position are: mechanical and electrical equipment; computer, printer, copier, fax, phone.

**If you are interested and meet the qualifications as noted in this job posting, submit your letter of interest and current resume.**

Email: [careers@basshall.com](mailto:careers@basshall.com)

Mail:  
Human Resources  
Performing Arts Fort Worth, Inc.  
330 East 4th Street  
Fort Worth, TX 76102