

JOB POSTING: DIRECTOR of INFORMATION TECHNOLOGY

The Vancouver Symphony Orchestra (VSO) seeks a Director of Information Technology to join its Administration and Finance Team.

Founded in 1919, the Vancouver Symphony Orchestra (VSO) is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. Under the leadership of Music Director Otto Tausk, the VSO performs 150 concerts each year for over 500,000 people in 16 different locations throughout Metro Vancouver, in its primary home at the historic Orpheum Theatre, and streaming online at theconcerthall.ca.

The VSO has over 100 employees in both a union and non-union environment. The Director of Information Technology reports to the Vice President Finance and Administration and will work with all departments on Information Technology related issues. The Director of IT will support both the VSO and VSO School of Music with their technology needs. The VSO has an internal network of approximately 35 users and the VSO School of Music has an internal network with approximately 10 users. The VSO has an in house ticket system, Tessitura and a Arts Management system, ArtsVision.

Specific Duties include:

- Manage and oversee company-wide IT projects.
- Work closely with all departments to assess IT efficiencies, short-term and long-term requirements and improve IT functions.
- Oversee the company network, proactively addressing problems.
- Supervise Applications and Systems Specialist and work together to support day to day IT help desk needs and company-wide IT implementation.
- Research and work with outside providers to identify and implement a new network that includes both VSO and VSO School of Music
- Hardware and Software research and procurement as needed for VSO and VSO School of Music.
- Phone system programming and maintenance. Research for implementation of new phone system.
- Become familiar and fluent with Tessitura, the in-house Ticketing System,-in order to support staff with technical needs utilizing Tessitura.
- Become familiar and fluent with the in-house arts management system, ArtsVision. Lead the implementation of ArtsVision company wide and provide training for employees and musicians as needed.
- Assist Applications and Systems Specialist with maintenance of the network servers.
- Assist with establishing and implementing Disaster Recovery Plan.
- Work with staff to educate and ensure Cyber Security.

Qualifications:

- 3 years experience in a project management role
- Degree or Diploma specializing in Information Technology
- Excellent knowledge of Office 365, Excel, Microsoft Teams
- Experience with VMware, network administration, PCI Compliance

Please send cover letter and resume to employment@vancouversymphony.ca deadline August 1, 2021. We thank everyone for their interest but only candidates asked for an interview will be contacted.