

About the VSO

Vancouver Symphony Orchestra Founded in 1919, the VSO is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO creates, curates, and connects irresistible musical experiences—performing 150+ concerts annually in its home, the Orpheum Theatre, as well as numerous venues throughout Metro Vancouver, and online. The VSO is one of a handful of orchestras worldwide that has its own music school: the VSO School of Music. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. Maestro Otto Tausk is the VSO's Music Director and the Artistic Advisor of the VSO School of Music.

About the VSO School of Music

VSO School of Music, founded in 2010, is a 25,000 square foot state-of-the-art music school located adjacent to the Orpheum Theatre in downtown Vancouver. With a mission to enrich lives through the joy of learning, playing and performing the world's great music, the VSO SoM develops experiences that are accessible to all, regardless of age, ability, playing level or economic circumstances; and by nurturing creative and engaged members of society through achievement in the musical arts. With a roster of over 1900 students, the School is proud to offer individual or group instruction by members of the Vancouver Symphony and other high-quality music educators.

The school also features a performance theatre (Pyatt Hall) and Reception space which sees a wide range of arts, entertainment, and corporate groups utilizing the space for performances, recordings, and special events.

Job Description IT Applications and Systems Specialist (Maternity Leave Coverage)

Do you like technology? Do you consider yourself to be the subject expert among your friends and colleagues?

VANCOUVER SYMPHONY ORCHESTRA

Mailing Address: 500—833 Seymour Street, Vancouver, BC V6B 0G4 tel 604.684.9100 fax 604.684.9264

Location & Courier Address: 500—843 Seymour Street, Vancouver, BC V6B 3L4 | vancouverSymphony.ca

We are currently hiring for a full-time Maternity Leave Coverage for an IT Applications and Systems Specialist. We are looking for an individual who thrives in a fast-paced work environment, who will be responsible for providing advanced technical support and expertise to ensure the smooth operation of our organization's computer systems. This role involves diagnosing and resolving complex hardware and software issues, configuring and maintaining computer systems, and offering training and guidance to end-users.

The ideal candidate will possess a strong technical background, excellent problem-solving skills, and the ability to communicate technical information effectively to non-technical users.

RESPONSIBILITIES INCLUDING BUT NOT LIMITED TO:

- Proficiency with Windows desktop, Windows Servers, Active Directory and VMWare.
- Proficiency with MSSQL Databases
- Programming languages such as SQL for troubleshooting
- Database change process with different departments for downtimes and troubleshooting
- Create reports in Infomaker and SSRS for multiple departments with Tessitura.
- Assist with Analytics dashboards
- Maintenance of Live and Test environments with suppliers
- Develop regular training regimen and assist with training the staff on Tessitura and associated applications
- Enroll users and maintain system security; account management for a network of approximately 50 users
- Proficiency with end user desktop for support. PC and Apple

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- Work with Tessitura User group to ensure Tessitura upgrades are done in timely manner and assist with testing and implementation of patches and upgrades.
- Assist with Cyber security education
- Keep track of licenses renewals

ADDITIONAL SKILLS THAT YOU BRING TO THE TABLE:

Technical

- SSRS Reporting
- NinjaOne IT Management Software
- Powershell skills preferable
- Security knowledge and PCI documentation
- Sql Knowledge
- Ability to coordinate with suppliers help desks
- Basic firewall knowledge
 - Monitoring logs and track changes
 - Arranging required changes

QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree in a related field or equivalent experience.
- 2 years' experience preferred in working with databases and network environment
- Knowledge of the practices and procedures used in the operation of computer equipment and software applications as related to the work performed
- Self starter with the ability to set objectives, activate plans and manage performance in a fast-paced environment
- Investigates computer hardware and software problems; assesses problems and develops or assists users to develop possible solutions

- Ability to install or oversee the installation of computer hardware and software
- Ability to establish and maintain effective working relationships
- Ability to prepare and maintain a variety of written materials related to the work
- Effective problem solving and decision-making skills
- Strong organizational skills with exceptional attention to detail
- Multi-task and prioritize jobs
- Ability to work both independently and as part of a team
- Valid B.C. Driver's Licence

Remuneration

\$60,000-\$63,000 Annually

Duration: Maternity Leave Coverage (12 months) with a possibility of extensions.

Start Date: We are looking to fill the role as soon as possible.

A criminal record background check will be required prior to being hired and is a condition of employment.

What it's like to work here

The VSO and the VSO School of Music offer a fast-paced, creative, and strategically minded workplace environment. We are a group of music-loving arts administrators, with a passion for the performing arts, combined with business acumen, personnel management, and leadership, in a strong and collaborative environment. We are proud of the VSO's legacy in musical excellence and are working towards growing our reputation as a world-class orchestra, with state-of-the-art teaching facilities, outreach programs, as well as a community of engaged, philanthropic fans.

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The VSO and VSO School of Music offer hybrid working models, though given that we work in live performing events, we know that some evening and weekend work will be required on site.

The VSO and the VSO School of Music **value diverse perspectives, experiences and cultures and are committed to fostering an inclusive workplace.** We encourage applications for this position from members of all groups experiencing barriers to equity.

Benefits

The VSO and the VSOSoM offer a flexible work environment, extended medical benefits available to full time employees, and other incentives and perks.

To Apply

Please email your resume and cover letter to employment@vancouversymphony.ca

Please include “**IT Applications and Systems Specialist (Maternity Leave Coverage)**” in the subject line.

The VSO and the VSOSoM thanks all applicants for their interest, only those applicants selected for an interview will be contacted.

Application deadline

Applications will be accepted until the position is filled.