

INFORMATION SYSTEMS SPECIALIST

Job Description

BASIC FUNCTION

The **Information Systems Specialist** is responsible for system administration of SIFF's various IT systems. The Specialist is responsible for the creation, improvement, and implementation of SIFF's information systems including but not limited to database, website, volunteer management, and box office systems.

REPORTING RELATIONSHIP

- Reports to the Managing Director

PRIMARY SUPERVISORY RESPONSIBILITIES

- No oversight or accountability for others, an individual contributor

PRIMARY DUTIES & RESPONSIBILITIES

- Provides primary technical support for both Mac OS X and Microsoft Windows systems
- Oversees data entry and data management for SIFF's databases, including maintaining existing databases, and creating new reports and scripts as needed.
- Maintains SIFF's box office systems to ensure all sales terminals are current and functioning.
- Provides information systems training for SIFF staff; creates information systems user manuals; generates related training, and resource materials.
- Provides hardware/equipment maintenance:
 - Sets up computers, accounts/logins/access controls, email accounts, phones, etc. for SIFF Cinema and Festival offices and venues
 - Troubleshoots all IT problems and issues
 - Keeps current inventory of all SIFF IT equipment
 - Maintains and keeps current firewalls (WatchGuard) and other network security infrastructure
 - Handles license renewals and upgrades maintaining records of all software licenses,
- Provides technology help desk for the organization and its venues.
- Keeps apprised of new technology relevant to SIFF.
- Other duties as assigned.

QUALIFICATIONS

- AA/AS degree in computer related field plus two years of relevant experience; a BA/BS degree in computer science or related discipline; or the combination of education and experience that enables the ability to independently perform all aspects of the position.
- Possess strong communication and training skills including the ability to communicate technical information to non-technical users.
- Specific experience with one or more of the following systems currently in use by SIFF is a plus:
 - Telephony systems (Mitel)
 - Mac Filmmaker Pro database management including:
 - Database table definition, extension, data migration, tracking, scripts
 - Data importing and exporting for reports
 - Interfacing with SIFF's ticketing system (Luminate)

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- Access control management
- Content Management Systems (e.g. Ingeniux):
 - Content uploading and data importing into the CMS
 - Website management:
 - Management of staging and live sites
 - Site archiving
 - Troubleshooting
 - Access control
 - Periodic data migration Filemaker to CMS/website
- Ticketing systems (SIFF uses Luminare, a proprietary system, but experience with a comparable system also a plus):
 - Defining screenings, rentals, ticketing, promo codes, etc.
 - Content/Image upload for all screenings (SIFF Cinema and Festival)
 - Access control management
 - Define and run various ticketing, and sales reports