SUMMARY

Crosstown Arts is hiring an IT Administrator who will be responsible for the technical hardware and software that support all areas of Crosstown Arts’ operations and programming, which interface with the network and systems of Crosstown Concourse.

The IT Administrator reports directly to the Director of Operations and works closely with other staff to address department-level technical needs, with a high priority on maintaining strong support relationships with staff. This position requires availability for support on nights/weekends due to the ongoing programming schedule.

Crosstown Arts is committed to supporting a diverse and equitable workplace. Applicants from traditionally under-represented and under-supported groups are encouraged to apply. Crosstown Arts is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, and disability.

DUTIES AND RESPONSIBILITIES

- Operates, maintains, and safeguards the technical assets of the company.
- Manages WIFI for all Crosstown Arts spaces, which includes internet and router management.
- Manages network, which includes the following systems: computers, Apple platform, MDM (mobile device management-iPad, BYOD), printers, Cisco Blade server, Pelco cameras, audio-visual equipment, inventory, and purchasing.
- Manages business software, which includes Neon, Cervis, Zendesk, Microsoft Office, and a variety of other business platforms. Involves related deployment, training, and troubleshooting all software with staff.
- Manages email server, which includes Google Workspace, Server Management, Clover POS. Involves related deployment, training, and troubleshooting.
- Manages accounting software and software integrations such as QuickBooks syncing and API management.
- Manages business VOIP system, shared software (Formstack, Dropbox, etc.), and credit card merchant administration.
- Manages security software (hidden), Network Firewall (Cisco Meraki & Ubiquiti), PCI compliance, POS security, network security (WIFI), and CC Merchant account.
- Maintains accurate knowledge of all IT tech systems and repair procedures, which may require continuing education and training.
- Repairs IT technical equipment as needed.
- Provides technical assistance to AV Tech and Theater Technical Manager to support gallery, sound, lighting, and theater infrastructure and special systems for events.
- Works with vendors on service and acquisition and provides access to equipment as needed.
**REQUIREMENTS**

- Flexible, adaptable, and able to multitask.
- Able to prioritize and complete help desk requests on a timely basis.
- Able to establish and maintain effective and congenial working relationships with representatives of various groups, vendors, and co-workers.
- Able to interact with people from a variety of backgrounds.
- Able to maintain irregular and extended working hours, including nights and weekends, and to remain flexible regarding work schedule.

**REPORTING**

This position reports directly to the Director of Operations.

**QUALIFICATIONS**

- Minimum of 3 years of significant experience working in IT.
- Certifications in Cisco, Google, and CompTIA A+ and Net + preferred.
- Technical expertise to perform minor repairs and preventative maintenance on all technical equipment and facilities.

**THIS POSITION REQUIRES AN ONGOING COMMITMENT TO THE FOLLOWING CHARACTERISTICS:**

- Even-tempered disposition. Ability to work under pressure in a composed, focused, affable, and courteous manner, with the clear understanding that unprofessional, unkind, or unfriendly interactions with the public or other staff members are not acceptable under any circumstances.
- Adaptable and flexible. Ability and willingness to accommodate ongoing modification to all tasks, plans and projects, including regular interruptions to workflow.
- Prompt and timely communicator. Ability to manage a demanding level of correspondence in all forms of communication. Especially important are excellent written and verbal communication skills.
- Collaborative. Eagerness to work collaboratively with Crosstown Arts’ staff.
- Organized. Ability to manage a high volume of information and tasks for multiple projects simultaneously, at varying levels of completion.
- Accommodating. Ability to seek out supportive solutions in order to accommodate guests and participants in all Crosstown Arts’ spaces - including the general public (as well as artists, musicians, and event organizers) - to realize the full potential of their creative vision whenever possible.
- Gracious with people. Ability to maintain a composed and supportive demeanor when interacting with idiosyncratic and distinctive personalities during sensitive situations.
Demonstrates a good-natured, positive, and cheerful demeanor towards others at all times.

- **Enthusiastic, energetic, and positive.** Ability to sustain an ongoing spirit of positivity in high-pressure and demanding situations. Great level of passion and enthusiasm surrounding delegated projects, programs, and promotional campaigns.
- **Receptive.** Ability and willingness to take on a wide range of responsibilities ranging from simple tasks to highly detailed directives in order to complete projects.
- **Attentive to details.** Ability to maintain focus on and adjust to the constantly emerging details unique to each situation, ranging from visual/space needs to interpersonal requests from other staff and event participants.
- **Assertive, determined, and focused.** Ability to stay on task, to work under pressure within given deadlines, to problem-solve, and to proactively find solutions to obstacles in resourceful ways, seeing all projects through to completion.

**BENEFITS AND COMPENSATION**

This is a salaried, full-time position eligible for all Crosstown Arts benefits. Salary commensurate with experience and skill level.

**TO APPLY**

Please send a cover letter, resume, and references online via Slideroom.com [HERE](#). If you prefer to submit hard copies of your application materials (as opposed to applying online), feel free to drop off the required items with a Crosstown Arts staff member at the East Atrium desk at Crosstown Concourse during the hours of 10 am-5 pm, Tuesday-Friday.

**CROSSTOWN ARTS: OVERVIEW**

Crosstown Arts is a contemporary arts center with multiple music venues, performance and exhibition spaces, art-making facilities, and a multidisciplinary artist residency program, offering a diverse range of programming, all with immediate access to healthcare, wellness, and childcare resources.

Crosstown Arts is the creative centerpiece within Crosstown Concourse, a one-million-square-foot adaptive reuse of the historic Sears building, constructed in 1927 and once a major distribution center and retail store for Sears, Roebuck & Co. in Memphis, Tennessee. The larger Crosstown Concourse complex is a vertical urban village grounded in arts, education, and healthcare. It includes a charter high school for arts and sciences, graduate programs in education, health and wellness disciplines, grocery and marketplace, commercial/office, and a diverse range of residential living spaces.

The mission of Crosstown Arts is to further cultivate the creative community in Memphis by providing resources and opportunities to inspire and support a wide range of audiences. Crosstown Arts manages a variety of spaces and programs that integrate exhibition, performance, production, retail, and education. This collective vision of collaboration and sharing
the unifying quality that connects all the programming, spaces, tenants, and services of Crosstown Arts and Crosstown Concourse.