



IT Assistant

Reporting to the IT Manager, the Information Technology (IT) Assistant is a 16-week contract position focused on supporting with a wide range of tasks and processes relating to technology, data, and information management within Arts Commons' technical infrastructure and online systems.

You are a current student who is eager to develop skills and experiences in the IT field of work. You understand all things tech and can easily translate technical speak into digestible terms within your communications with other staff and in the development of policies, processes, and manuals. You are someone who is patient and understanding, as evident in your ability to deliver exceptional client service in helping assess users' IT needs, provide support and training, as well as help users in using technology and software with ease.

You're extremely organized and diligent, with superior attention to detail. You possess a passion for learning and an eagerness to learn, understand, and improve a variety of systems and processes. You work well in team-based environments, but also can remain focused and productive when left to your own devices. You possess strengths in both your written and verbal abilities, and most importantly, you act in a manner consistent with protecting privacy and confidentiality of digital information and data that you may be privy to.

Who we are:

Arts Commons is embarking on a new path to support the Arts Commons ecosystem inclusive of artists, resident companies, and community groups. As one of the largest performing arts centres in Canada, Arts Commons strives to break down barriers to cultural participation by providing a modern, open, and inclusive gathering space in a central location.

We are:

Stewards of an arts ecosystem

- Our mandate is to provide and care for artists and arts organizations

An Arts Presenter

- Our mandate is to produce and present multiple series, presentations and education programs annually

A Facilitator

- Our mandate is to ensure equitable access and utilization of our assets, by ourselves, our Resident Companies, and the community at large

At a glance

Employment: Contract (16 weeks)

Hours: FT (40 hrs)

Term Date: June to September 2022

Wage: \$21.00/hr

Location: In-office

Join us today and see for yourself some of the many reasons why we were voted one of Alberta's Top Employers!

To apply, send your resume and cover letter to:

employment@artscommons.ca

Closing Date: June 6, 2022

What we offer:

On top of the excitement of working with a team of committed performing and visual arts professionals at one of Canada's top performing arts facilities, Arts Commons offers:

- A collaborative, engaging and values driven work environment
- Wage of \$21.00/hr at 40hrs/wk for a 16-week period (end of term work schedule can be flexible to accommodate students returning to school)
- Paid sick days benefit for hourly staff
- Discounted tickets to Arts Commons programming
- A summer work experience directly related to the IT field of study, in a dynamic environment that will have you engaging with the arts and different communities

What we value:

We are looking for individuals who share our vision of building a creative and compassionate society, inspired through the arts. Our team is made up of people with a diverse range of interests — singers, actors, musicians, playwrights, coaches, teachers, gamers, bakers, photographers, athletes, dancers. People whose interests encompass the widest spectrum. We even have furry, four-legged friends in the office. We value people who strive to do the right thing, and work to be their best. People with open minds, hearts and arms.

What you will get to do here:

The main focus of this role is to support the IT department in maintaining our technological assets, whether it be the physical technological devices or the online/web/cloud networks and servers, supporting end-users with troubleshooting problems areas, and providing training and assistance where required. Covering areas of information systems administration and information technology administration, the IT Assistant will be engaging in tasks such as:

IS administration

- MS Office / SharePoint migration support
- General administrative assistance in file saving and storage management within SharePoint, a cloud-based intranet
- Development of document management guides and manuals, including one-pager how-to's
- Development of photo libraries with metadata
- Assist staff with SharePoint related support and troubleshooting in areas such as understanding file sharing, saving, permissions, etc.

IT administration

- Update IT documentation including network/server room charts
- Creation of master lists for:
 - Switch ports / Location ports
 - Computers
 - Servers
 - Access points
 - Printers
 - Folders & Permission Access

You will be a great fit if you...

Must have:

- Current education and working towards a degree in IT or related field, a requirement
- Extremely proficient written and verbal communication skills
- Strong analytical, problem-solving and critical-thinking skills
- Excellent interpersonal and organizational skills
- Self-motivated and proactive
- Ability to present ideas in user-friendly language
- Working technical knowledge of different technologies, networks and protocol, operating systems and standards, etc.
- Ability to read and understand technical manuals, procedural documentation, and guides
- Ability to conduct research into issues and products
- High level of integrity, confidentiality and professionalism is of utmost importance
- Intermediate to advanced level of proficiency in all Microsoft Office / Office 365 applications (Word, Excel, Outlook)
- A passion for the arts!
- **Must be a current student at a post-secondary institution, and returning to full-time studies upon completion of the work term**
- **As this position is part of the Canada Summer Jobs program, applicants must be between the ages of 15-30 years in order to be considered**

Nice to have:

- Experience collaborating on online databases like SharePoint
- Understanding of PC and Mac devices and programs, an asset
- Hands-on troubleshooting experience, an asset
- IT and business administration experience, an asset

If you are interested in applying to this exciting opportunity, please forward your resume and cover letter in confidence to:

Commitment to Inclusion, Diversity, Equity & Accessibility (IDEA)

As part of our organization's commitment to IDEA, we work to remove barriers in collaboration with a broad range of voices. Removing these barriers begins with the hiring process.

To that end, we are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, and providing accessible employment practices. Requests for accommodation can be made at any stage of the recruitment process, and applicants are asked to make their accommodation needs known.

It is the unique contributions of all our people at Arts Commons that drives our success. We are committed to providing an environment free of harassment and discrimination for everyone, and we will continue to work to ensure that our teams reflect the diversity of the communities we serve.

Human Resources

Arts Commons

205 - 8th Ave SE Calgary, Alberta T2G 0K9

Email: employment@artscommons.ca

Interviews will be conducted on an on-going basis and the job posting will officially close when a suitable candidate is found. For best consideration, please apply by the deadline date. While we hope to fill this position as earliest as possible, our commitment to finding the right candidate may require more time.

We thank all interested applicants in advance but will only be contacting those selected for an interview.

If you have any specific questions to ask in relation to the role, please send them to the email address above and a member of our team will do our best to respond to you in a timely manner.