SEATTLE REP   JOB OPPORTUNITY

Seattle Rep is committed to producing the highest quality programming and we believe that our ability to contribute to excellence in the arts depends on building a community whose members come from diverse cultures, backgrounds, and life experiences.

We are part of a growing movement in theater to ensure inclusion of those who have been excluded historically; focusing particularly on racial and ethnic groups, LGBTQ people, people with disabilities and women, are at the decision making table, reflected in our programming and represented on our staff.

Position Title:	**IT & Operations Director**
Department:	Administration
Supervisor:	Managing Director
Classification:	Full-time/annual, salary/exempt
Rate of Pay:	$80,000 – $95,000

Seattle Rep Mission
Seattle Rep collaborates with extraordinary artists to create productions and programs that reflect and elevate the diverse cultures, perspectives, and life experiences of our region.

Seattle Rep Vision
Theater at the heart of public life

Seattle Rep Values
Artistic Vitality, Sustainability, Generous and Inclusive Practices

Position Purpose
The IT & Operations department's primary objective is to maintain and continuously improve the Seattle Rep facility and network while providing an innovative, safe, and productive environment for all staff and visitors. The IT & Operations Director develops, manages, maintains, and budgets the information systems and facility needs of Seattle Rep in accordance with organizational policies and goals.

ESSENTIAL FUNCTIONS

Support staff IT and facilities needs
- Understand network computing needs and requirements for end users (150+ administrative and creative staff: 150+ desktops, personal cellphones and laptops; and 20 servers)
- Actively manage and resolve user issues, and communicate status with users effectively
- Work closely with Facilities Manager as it relates to building functionality, Seattle Rep staff needs, and long term projects
- Ensure network infrastructure connectivity
- Develop IT policies

Develop and maintain productive information systems
- Keep current on technology changes and appropriately update our computing environment
- Develop, implement, and maintain long term Seattle Rep IT equipment and network plans

- Configure, maintain, optimize, and upgrade server Operating Systems
- Design and maintain back-end servers, including Backup Server, NAS systems, Help Desk Support server, Domain Controllers, and Exchange Server
- Design and maintain networking hardware hubs, switches, and routers, both wired and wireless
- Design and monitor Firewall\VPN device for network traffic inconsistencies and security
- Purchase appropriate and effective equipment to meet staff needs
- Update computer system documentation, including system schematic and inventory list including machine configurations
- Review and approve new software programs on network and individual PCs

Supervise Facilities and Operations
- Support the Facilities staffperson so that they are successful in accomplishing the following tasks
- Develop and implement site facility plans, both short- and long-term
- Develop and implement a timeline and budget of renovations to non-patron facing spaces (i.e., staff restrooms, carpeting, painting, etc.) and project manage to ensure successful completion
- Work with other departments to come up with new ideas to enhance the patron facing portions of our theater; develop, implement, and maintain a project timelines and budgets; and project manage to ensure successful completion
- Coordinate with Production Manager to hire production staff, as possible, to assist in various projects around the building
- Negotiate contracts and oversee external vendors on projects that are outside of the scope or schedules of Seattle Rep production staff
- Maintain working knowledge of Seattle City lease in order to provide assistance in interpreting agreement, as needed
- Foster and maintain personal connections with Seattle Center, City of Seattle, and other campus organizations as it relates to the operations of Seattle Rep
- Co-lead Safety Committee with HR Director

Management
- Supervise Facilities Manager and other staff as appropriate (hire, inspire, and retain)
- Develop sustainable solutions to handle computer and operations issues during evenings and weekends
- Manage IT and Operations budgets, as well as Maintenance Reserve Funds

Serve as an essential contributor to Seattle Rep's culture and success
- Add constructively to the collaborative and collegial health of the organization
- Add actively and constructively to the EDI (equity, diversity, and inclusion) work of the organization, including attending all-staff training sessions
- Engage with and strive to embody Seattle Rep's mission, vision, and values in all aspects of work

REQUIRED QUALIFICATIONS
- Bachelor's degree or equivalent combination of education and experience
- 5+ years troubleshooting, maintaining, and creating network infrastructures
- 5+ years of demonstrated practical experience with Windows Server operating systems
- 5+ years of hardware and software troubleshooting and resolution
- 2+ years of experience with Azure/Active Directory, Hosted Exchange, and MS Office 365

- Experience with event management is a plus
- Strong communication (written and verbal) skills, especially with the non-technical
- Ability to communicate with and manage consultants, vendors, and other technicians
- Ability to manage multiple projects at once
- Strong interpersonal, teamwork, and diplomacy skills (effective, caring, sustainable)
- A demonstrated ability to work both independently and as a member of a team
- Ability to work a flexible schedule, including evening and weekend hours as necessary
- Genuine interest in the performing arts
- A commitment to equity, diversity, and inclusion

To apply, please send cover letter, resume and three professional references to:

Email: humanresources@seattlerep.org
Write in the email subject line: "**IT & Ops Director**"

You may also mail application materials to:
Seattle Rep
Attn: Human Resources
P.O. Box 900923
155 Mercer Street
Seattle, WA 98109

Position Posted: October 22, 2019
Application Deadline: Open Until Filled
Anticipated Start Date: As soon as practical