



Career Opportunity



Application Support Specialist

*Does learning something new give you a thrill of satisfaction?
Are you the kind of person who thrives in a dynamic work environment?
Would you like to work flexible hours in the heart of Edmonton's Arts District?*

The Francis Winspear Centre for Music is recognized as one of North America's finest acoustic concert venues. This community facility is home to the Edmonton Symphony Orchestra, hosts internationally recognized groups and artists, and serves many of the city's businesses and arts and community service organizations with over 400 events per year. The Winspear Centre's vision is to deliver outstanding guest experiences and ensure that every person who visits this building feels warmly welcomed and enjoys every aspect of their experience.

The Francis Winspear Centre for Music (FWCM) & Edmonton Symphony Orchestra (ESO) is seeking an individual to fill the entry-level role of **Application Support Specialist**.

As Application Support Specialist, you are tasked with maintaining the accuracy and reliability of the CRM software and databases of the Winspear Centre. In this role, you champion excellent experiences for our staff and customers by ensuring the cleanliness of our data. You also ensure that we are using the software to its highest potential by creating and revising best practices. You will work primarily within Tessitura software, in addition to a variety of integrated applications and solutions such as TNEW, N-Scan, and Artifax. To succeed in this role, you take equal delight in working with people and in managing a comprehensive database system. This is a pivotal role in our organization, and is one which calls for outstanding customer care through flexibility, patience, and follow-through.

To qualify for this position, you should have experience working in a CRM software environment, particularly if you do not already have a diploma or degree in computer science or a related field. You are detail-oriented, have strong troubleshooting skills, and can self-lead and multitask while working within deadlines. You enjoy working independently within a larger team, are quick to adapt to new situations and advances in technology, and are comfortable working within a fast-paced internal service environment.

What you get is a full-time position with flexible hours working in one of Edmonton's cornerstone arts organizations with access to symphony concerts, ongoing training, and professional development opportunities.

Please submit résumé and cover letter as a single-attachment PDF to joinourteam@winspearcentre.com. Subject line: Application Support Specialist. Please mention how you heard about this posting. No phone calls. Closing date for applications is Friday, May 4, 2018 at 5:00 pm. We look forward to getting to know you!