EAST WEST PLAYERS, INC.
Los Angeles, CA

IT SYSTEMS MANAGER

East West Players (EWP) is a nonprofit theater organization whose mission is to produce artistic works and educational programs that foster dialogue exploring Asian Pacific experiences.

POSITION OVERVIEW

East West Players is seeking an entrepreneurial and innovative Information System Administrator to work in a fast-paced, collaborative environment. The IT Systems Manager is responsible for ensuring the operations and maintenance of East West Players IT equipment, software and programs and the digital technologies they interface with.

Key Responsibilities

Administrative
- Create and maintain secure network systems.
- Attend staff, department and other meetings as required.
- Assist departments with their technology needs and create and standardize dept specific IT manuals

Information Systems
- Telephones on site & digital
  - Webex
- Facility Wifi networking
  - Wifi
- Intranet work archive & on-site backups
- East West Players website
  - Security
  - Performance and maintenance
  - Wordpress, Javascript, CSS, HTML
  - Hosting service provider: GoDaddy
- Cloud document sharing services
  - Google Drive, Box
- License Administration for Third Party Software
  - Google Workspace for Nonprofits, Quickbooks, Salesforce/PatronManager, iWave, Adobe Suite, Microsoft Office, Zoom, CourseStorm, ADP

Hardware Management
- Ticketing printers
  - Boca
- Office printers
  - Ricoh
- Device Management
  - Laptops
- Hardware Management cont.
  - Mobile Devices
  - Ticket scanners
- Office equipment
  - Desktop computers, monitors, computer accessories
- Provide support to Production Department in acquiring and maintaining theatrical equipment

System Development
- Support requirements gathering, testing, and implementation of system enhancements, new functionality for existing systems, and new systems.

Staff Support
- As needed

Background and Experience:
- Expert in building client/server, web-based and network management applications
- Experience launching new digital products and rebuilding existing ones
- Enthusiasm in working in cross-functional
- Outstanding communication skills, including the ability to translate user and business needs into clearly defined requirements
- Technical aptitude, including the ability to discuss content management systems, web technologies, SEO and social media with technical experts
- Analytical mindset, including the ability to identify and track relevant metrics
- Willingness to innovate, explore new ideas and acquire new skills
- Drive, determination, attention to detail and commitment to excellence
- Bachelor's Degree in a computer-related field or equivalent

Compensation
Annual salary of $60,000 – $70,000 DOE plus standard company health benefits and paid time off.

Department: Media
Classification: Salary Exempt
Reports To: Chief Operation Officer

Interested applicants, please send a resume and cover letter to: team@eastwestplayers.org