

Employment Opportunity

Application Support Analyst and IT Support Coordinator

**Civic Theatres Toronto
Toronto, Canada**

Civic Theatres Toronto has a full time opportunity in its IT department in the role of “Application Support Analyst and IT Support Coordinator”. This position will assist with the development, implementation and maintenance of software and applications as well contribute to 1st level support regarding computer applications and smartphones. This position will also involve working with other departments to determine their current and future software, data and reporting requirements. Providing recommendations to management regarding CTT software processes as they are documented and implemented will be a further responsibility of this position as well as creating workflows and flowcharts.

DUTIES AND RESPONSIBILITIES

- Working with the IT Department for 1st level support regarding computer applications and smartphone issues.
- Maintain accurate IT equipment physical inventory and develop inventory reports for all venues.
- Research and address user needs by creating and/or enhancing processes and reports where required (i.e. calendar views, packages, financial analysis, etc.).
- Project coordination when CTT is implementing system changes and/or enhancements as well as the installation of new software and applications.
- Conduct and implement training sessions related to CTT application changes, new software implementation and business requirements.
- Perform introduction and information sessions for new users regarding IT equipment use, policies and procedures.
- Understanding, developing and maintaining productive relationships with end users to understand their current and future application requirements.
- Proactively collecting information that may turn into future projects.
- Perform other duties as assigned by the Director of Information Technology.

JOB SPECIFICATIONS

- Knowledge of Booking and Accounting System. (Knowledge of Ungerboeck – EBMS an asset).
- Two to five years of experience in a related field.
- Strong understanding of ticketing, fundraising, event, CRM and accounting processes.
- Experience in training and development of training materials.
- Experience with Crystal Reports.
- Firm grasp of Structured Query Language (SQL).
- Experience with flowcharts.
- Excellent written and verbal communication skills.
- Knowledge of Microsoft Office Suite productivity applications.
- Knowledge of accounting principles and concepts an asset.
- Good analytical skills and attention to detail.
- Ability to work under deadlines.
- Ability to work with cross-functional teams.
- Ability to juggle multiple projects simultaneously.

WORKING CONDITIONS

- Flexibility in hours and schedules and include work on nights and weekends as required.
- Lack of natural light in workplace.
- Occasional objectionable odours in workplace.
- Travel between CTT venues as required.

THE ORGANIZATION:

In 2015, Toronto's City Council approved the consolidation of the governance and operations of the St. Lawrence Centre for the Arts, The Sony Centre for the Performing Arts, and Toronto Centre for the Arts into one new organization under the direction of a City appointed board called Civic Theatres Toronto.

The mandate of Civic Theatres Toronto is to provide quality performance and event facilities and to promote its contribution to the artistic, cultural and social vitality of Toronto and its communities. The Board of Directors of Civic Theatres Toronto is responsible for overseeing the business affairs of the three venues.

HOW TO APPLY:

Interested applicants should email a cover letter and resume for confidential consideration to jobpostings@sonycentre.ca. Please include "*Application Support Analyst and IT Support Coordinator*" in the subject line.

No phone calls please.

Civic Theatres Toronto thanks all applicants in advance. Only those candidates selected for an interview will be contacted.

CTT is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources department will work with applicants requesting accommodation at any stage of the hiring process.

CTT is committed to building a more diverse workplace and encourage all qualified applicants to apply.

Date Posted: November 5, 2018
Application Deadline: November 19, 2018
Start Date: January 2019