

POSITION TITLE:	IT Application Specialist
REPORTS TO:	Tessitura & Web Administration Director
WORK SCHEDULE:	Full time/40 hours a week – Monday to Friday; some evenings and weekends required
WORK LOCATION:	Los Angeles
STATUS: (Exempt/Non-Exempt):	Non-Exempt
COMPENSATION:	\$34.62-\$37.75/hour (\$72,009.60-\$78,520 annualized)
BENEFITS STATUS:	Eligible
DEPARTMENT:	IT

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation’s most influential not-for-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum and the Kirk Douglas Theatre. Whether it’s producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where the values of access, belonging and a positive workplace culture are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences in order to ensure that everyone has access to our work onstage, behind the scenes and in the community.

POSITION SUMMARY

The IT Application Specialist is an essential member of the IT Department acting as a key support resource for the Tessitura & Web Administration Director. This position is vital to ensuring the management of our CRM system (Tessitura), its third-party integrations and supporting hardware. Additionally, this role will assist in maintaining CTG’s Intranet, ensuring that employees have seamless access to necessary resources and tools.

In this role, you will provide daily technical support, addressing issues related to the Tessitura application and its integrations. You will be responsible for triaging Tessitura support tickets, resolving issues promptly and collaborating with other departments to ensure systems are running smoothly. In addition, you will maintain comprehensive documentation on processes and troubleshooting procedures to streamline problem resolution and improve operational efficiency. You are a problem-solver with excellent communication skills and a positive attitude.

PRIMARY RESPONSIBILITIES

- Work with the Tessitura & Web Administration Director to ensure the ongoing health of the CRM database, Tessitura, and ancillary systems including but not limited to CTG's website, Intranet and Tessitura integrations and hardware.
- Assist in the administration of Tessitura including but not limited to creating Tessitura user profiles, password resets, granting security access and maintaining system tables.
- Serve as the primary point of contact and triage lead for all Tessitura support requests via our helpdesk ticketing system (Zendesk) and Slack, and clearly document all issues, troubleshooting steps, and resolutions within Zendesk.
- Collaborate with internal teams and third-party vendors to support and manage integrations between Tessitura and other essential platforms while maintaining relationships between CTG and its vendors/consultants.
- Develop and maintain user-facing Knowledge Base documentation to encourage self-service and standardized processes.
- Identify opportunities for process improvements and innovation within current workflows, recommending new solutions or enhancements.
- Provide after-hours support when needed.
- Demonstrate an ongoing commitment to CTG's dedication to access, belonging and a positive workplace culture.

QUALIFICATIONS

- A. Knowledge and Essential Skills:
 1. Extensive experience using the Tessitura platform supporting multi-departments.
 2. Demonstrated ability to work well with people of diverse backgrounds and ability to learn new programs and tools as required.
 3. Enthusiasm, dedication, a sense of humor and a drive to succeed.
 3. Ability to work evenings, weekends and holidays as needed.
 4. Must be able to travel to a variety of locations for job-related activities.
 5. Superior attention to detail and ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
 6. Excellent written, verbal, and interpersonal communication skills with a high level of emotional intelligence and cultural competency.
 7. A strong logical and analytical thinker.
- B. Education, Experience and Licensing:
 1. Experience using customer relationship management databases; Tessitura experience required.
 2. Strong understanding of SQL query writing and web architecture is required.
 3. Working knowledge of computers and software including but not limited to: Microsoft O365, Adobe Suite, MS Teams, Zoom, Zendesk, Slack, HTML 5, XML, AirTable, WordFly, Tessitura Merchant Services, Access Control, Verifone, Adyen, Osano, Queue-IT, Jira, Umbraco, True Tickets and Victory Live a plus.

MINIMUM REQUIREMENTS

1. 3-5 years of Tessitura Support in a non-profit setting
2. Outstanding interpersonal, organization, and communication skills

3. Clean driving record and valid driver's license
4. Ability to sit, type and work at a computer for extended periods of time
5. Ability to lift, carry 20 pounds
6. Ability to work after hours, weekends and holidays

All employees are required to pass a background check.

In order to ensure a safe and healthy workplace, CTG recommends that all employees stay current with COVID-19 vaccinations and boosters.

COMPENSATION

CTG offers a comprehensive compensation and benefits package including retirement plan options, escalating paid vacation, sick, personal days and holidays, and health benefits including medical, dental, vision, life and long-term disability insurance, flexible spending accounts and employee assistance program.

HOW TO APPLY

Tell us why you are the ideal candidate for this job.

Please send your resume and cover letter to ITJobs@ctgla.org. Please be sure to include the position title in the subject line of the email. Due to the heavy volume of resumes received, emails that do not include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance. We support, promote and embrace a positive workplace culture.