Title: Systems Manager

Reports to: Executive Director

Employment Status: Non-exempt, regular, part-time (.62)

Schedule: July: ~8 hrs/week; August-September: ~15 hrs/week; Oct-Nov: ~20 hrs/week; Dec-Feb: ~30 hrs/week; March-April: ~40 hrs/week; May: ~20 hrs/week; June: ~15 hrs/week (1225 total hours)

Must be available to work frequent evenings and weekends March through mid-April, and during all physical box office hours before and during the main festival, March 29 - April 21, 2021.

Summary
The Systems Manager works to create and maintain the systems and processes that keep our operations running smoothly, including, but not limited to: database and patron management systems, information technology and equipment, ticketing software and operations, and payment processing equipment and systems. The Systems Manager is part of our core, year-round staff and participates in collaborative, creative problem solving with our small team to bring thought-provoking content to our community and participants.

Information Technology

- Maintain the technology infrastructure, and implement new technology infrastructures as needed to advance the mission of the organization
- Maintain all IT systems including hardware, software, media, applications, and network admin
- Support staff and volunteers in all areas of IT
- Act as primary technical liaison with IT vendors and various IT volunteers to implement all related activities, including, but not limited to, Eventive (online ticketing), Project A (legacy website), and AIFF’s new website developer
- Create and implement plans for security, data integrity and backup and disaster recovery
- Create, manage, implement and maintain an IT plan; administer IT budget
- Train staff and volunteers on use of technology systems)

Database/Form Management

- Responsible for all aspects of database administration and integration
- Maintain and upgrade database to ensure quality data collection and manipulation
- Oversee updating, creating and utilization of all forms
- Ensure that all online data collection is integrated into database
- Train and support staff in best uses of and practices for the database system (data capturing, tracking, manipulation, and data entry) in order for them to best serve their constituents, and maintain quality data. Provide database support when necessary in the creation and manipulation of various reports, and various other areas as needed.
● Manage input of all income including grants, donations, memberships, merchandise sales, fundraising events as well as other income streams in various databases.

Box Office

● Manage all aspects of online and physical box office
● Supervise aspects of membership and sponsorship relating to the box office, including, but not limited to, developing website pages for the sale of memberships, managing the process of tracking, ensuring correctness of, and uploading all member and sponsor benefits from the database to the ticketing system, and providing festival benefits and passes to all members, sponsors, and others
● Supervise all aspects of festival badges, including, but not limited to overseeing the creation, printing and distribution of badges
● Supervise seasonal staff and volunteers responding to general and box office inquiries and providing support during physical box office hours
● Set up all systems for physical Box Office; order and track supplies
● Train Rush Ticket Sellers and other festival volunteers who use box office systems and technology
● Work with the Education Coordinator to maintain schedule for student matinees, track matinee orders, create tickets, and send invoices for student matinees after the festival
● Oversee set up and strike of Kiosk, Varsity, Armory and ASC Box Office box offices
● Manage & Reconcile all accounts receivable from Box Office
● Act as primary liaison with hardware, software, ticketing vendors

Development Support

● Manage sponsor/volunteer relationships relevant to systems and IT
● Train Development team on recordkeeping practices for grants, donations, and other support in the database, and provide support as needed to develop reports and workflow solutions as they pertain to database usage

Requirements

● Two or more years of experience managing database systems/CRM’s
● An Associates or Bachelor’s degree from a recognized institution or equivalent work experience
● Working knowledge and experience with basic IT equipment and services, including PCs, Macs, A/V equipment, printers and scanners, data connectivity, and payment processing equipment
● Working knowledge and experience with antivirus software, integration services, payment processing services, mass communication platforms (such as Mailchimp), Microsoft Office, and website backend administration

To Apply, please submit a cover letter, resume, and three professional references to Managing Director Erica Thompson at erica@ashlandfilm.org by Friday, June 26.

AIFF values diversity and inclusion and encourages applicants of all backgrounds to apply. AIFF is committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, family and marital status, disability, gender identity or Veteran status. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. AIFF is committed to compliance with all fair employment practices regarding citizenship and immigration status.