



Lookingglass Theatre Company

March 2018

Full Time / Non-Exempt Position

Some weekend and evening hours

IT AND OFFICE COORDINATOR

Lookingglass Theatre Company in Chicago seeks a full time IT and Office Coordinator. This position plays a pivotal role in maintaining and improving software and hardware at three locations – the theatre, the shop and the primary location, the administrative office. As a member of the business office, the IT and Office Coordinator reports to the General Manager; and works closely with the Business Office Coordinator as well as all other staff and departments. Although the primary focus of the position is with regard to all information technology, there are duties of general office support some of which are shared with several other staff.

Lookingglass is a registered 501(c)3 nonprofit charitable organization which produces an average of four productions per year in our intimate 200-seat theater in the historic Water Works on Michigan Avenue. The company produces two large annual galas, and the Education Department works with hundreds of students in classes, summer camps and in-school residencies year-round. The IT and Office Coordinator works collaboratively with each staff member at Lookingglass Theatre Company to achieve the goals set forth by company leadership and to serve the mission of the theatre.

RESPONSIBILITIES

The It and Office Coordinator is responsible for on-site administration and monitoring of the communication and general office systems and procedures at Lookingglass, as well as day to day catch-all tasks as needed by the company and staff. This includes:

- managing internal and external computer networking throughout 3 business locations
- day-to-day interaction with Microsoft 2012, 2008, and Terminal Server and desktop support in conjunction with an outside consulting firm and CRM (Total Info) support provider
- working with the General Manager to routinely asses staff needs and changing roles in relation to company equipment and software
- General office includes ordering office supplies, keeping the postage meter full and updated, organizing general office clean up days, and other shared office tasks.

REQUIREMENTS:

The position requires knowledge, familiarity with and/or an aptitude for a variety of computer software applications such as:

- Microsoft Windows 7, Windows 8-8.1, Windows 10, OSX, Microsoft Office 2010, 2013, 2015, and 2011 for Mac
- Microsoft Active Directory Domain Services
- Easy-Ware's Total Info
- QuickBooks
- Adobe Acrobat and Creative Suite
- Remote Desktop Connections
- Office 365
- Experience with VoIP/PBX software/hardware preferred, knowledge of 3CX PBX a plus.

The ideal candidate will have a working knowledge of computer and general technology repair, copier troubleshooting and simple repair, knowledge of new technology developments, and the ability to research and purchase new equipment. The IT and Office Coordinator works closely with all technology, communications, general service, and supply vendors that support the company infrastructure.

In addition he/she will be able to asses and prioritize tasks and work autonomously, be flexible, patient and keep a sense of humor and perspective. Equally important is the ability to work in an open concept style office and having effective written and oral communication skills. Experience or interest in theatre or not for profit industry preferred. Position is full time salaried with benefits which includes a competitive benefits package. This is an entry level position which reports to the General Manager.

Lookingglass is an equal opportunity employer. Salary is commensurate with experience and comparable not for profit positions.

To apply, please send cover letter, resume, and salary history to Michele Anderson, General Manager, manderson@lookingglasstheatre.org with the subject line "IT and Office Coordinator Search". No phone calls, please. Position is full-time salaried with competitive benefit and time off package.