



Position: Information Technology Manager
Reports to: Director of Finance and Operations
Status: PART-time, regular, non-exempt (hourly), at-will
Schedule: 30-35 hours/week. Some weekends required.
Desired Start Date: ASAP

Organization:

Zeum is San Francisco's hands-on, multimedia arts and technology museum for kids. Our vision is a world where creativity, collaboration and communication inspire new ideas and innovative solutions. We believe that the success of the next generation will hinge not only on what they know, but also on their ability to think and act creatively as global citizens. Our mission is to nurture the creativity, collaboration, and communication of all youth and families. Zeum engages and inspires youth who may not otherwise have access to quality arts and technology experiences in a safe environment that makes it possible for young people to be makers and creators, animators, directors, performers, designers, collaborators, and decision-makers.

Position Description:

The IT Manager is a cross-functional position supporting Zeum's exhibits, programs, and website, as well as our administrative staff and organizational infrastructure. Responsibilities include: administrative and exhibit network management, exhibit technology maintenance and troubleshooting, website maintenance and updates, server administration and desktop support, database administration, assisting with organizational technology planning and project implementation, and collaboration with exhibit developers, vendors, and project managers. This position requires the ability to be highly self-directed and able to work both independently and collaboratively with a diverse team in order to design appropriate solutions for a wide range of technical challenges. Non-profit and interactive exhibit experience highly preferred.

Principal Responsibilities:

- Prioritize and respond to all requests for support
- Update www.zeum.org website, as directed by Marketing and PR Manager (approximately 5 hours/week)
- Provide technical support for all exhibits (many of which use non-standard workstations with custom-built software) and lead staff training on all network related technology
- Remote administration of Exhibits and staff workstations using ARD and VNC
- Collaborate with Exhibit staff to design, implement and maintain the technological elements of Zeum exhibits
- Configure and support both visitor-facing and staff workstations (Windows XP and Mac OS 10.x), printers, and phones
- Administer a Mac 10.5 server
- Maintain Windows Server 2003/Exchange 2000 network, including Symantec Backup Exec system, VPN, Netgear smart switches and a Fortinet firewall, working with vendors and/or outsourced solutions, as appropriate
- Support and database administration for specialized ticketing, fundraising and accounting MSSQL-based databases (BlackBaud's Patron Edge and Raiser's Edge and Sage Software's MIP Fund Accounting), and a point of sales system (POSIM)
- Coordinate migration to VOIP system, planned for 2010-2011

- Create and execute technology and capacity plans to support organizational growth and future exhibits
- Purchasing, solicitation of donations, and inventory of hardware and software
- Mentor and train teenage staff and manage volunteers and/or interns, as available
- Maintain accurate documentation of network configuration, inventory, system information, and backup schedule, and develop troubleshooting/set up guides for all
- Ensure Zeum's compliance with PCI Data Security Standards

Minimum Qualifications:

- Bachelor's degree or equivalent professional experience and three to five years' directly related experience
- Proficiency in network and database administration; Windows servers, including Exchange; Windows and Mac OS 10.x
- Digital audio and video production fundamentals
- Proficiency with PHP, HTML, and XML
- Excellent written and verbal communication skills and ability to interact positively with a wide range of people
- Ability to perform all of the responsibilities listed above in a manner that is aligned with Zeum's core values: creativity, collaboration, communication, integrity, and inclusiveness

Preferred:

- Experience with the iLife Suite, Final Cut Express
- Interactive Technology experience
- Programming languages: MAX MSP/Jitter, Adobe Flash Action Script and Processing
- Proficiency with Adobe Creative Suite
- Experience with Salesforce CRM tools
- Non-profit and/or exhibits experience and a network of exhibits developers

The ideal candidate will possess all of the above minimum qualifications, many of the preferred qualifications, along with a dedication to assisting in Zeum's transformation from being San Francisco's best kept secret to becoming one of its top destinations.

Compensation:

We offer a dynamic, fun, inclusive, and flexible work environment with competitive non-profit PART-TIME salary (30-35 hours/week), based on experience and skills, plus a benefits package that includes generous paid leave, employer-paid medical and dental insurance, and the option of participating in commuter benefits and/or a 403(b) retirement plan.

Application Process - PLEASE READ CLOSELY:

Send cover letter and resume by email to jobs(at)zeum(dot)org with a subject line beginning with this exact phrase: "ITM-2010" followed by your FIRST and LAST NAME. Please tailor your cover letter to this job posting and explain how your experience and interests match the needs of Zeum, a non-profit children's museum. Email submissions that do not follow these instructions may not be reviewed. NO PHONE CALLS PLEASE.

ZEUM is an equal opportunity employer committed to diversity at all levels.