



## **Career Opportunity – AT&T Performing Arts Center**

Title: Information Technology Support Specialist  
Department: Information Technology  
Reports to: Information Technology Manager  
Location: Dallas, Texas  
Position Available: Immediately

### **Job Summary:**

The Information Technology Support Specialist serves as a first level support technician by performing work tasks related to the support and maintenance of all desktop computer and telecommunications hardware, software, and related systems. This position will work in a multi-venue performing arts center, providing front-line technology support for AT&T Performing Arts Center staff and visiting production companies.

### **Position Responsibilities (included, but are not limited to):**

- Act as the first line of contact (Help Desk) for all staff software and hardware related issues for AT&T Performing Arts Center Staff and visiting production companies.
- Configures, installs, and maintains all desktop, laptop, and related technology hardware.
- Manage and maintain desktop operating system updates and virus signature updates.
- Configure and install VOIP phones for staff and visiting production companies.
- Track and inventory all technology related assets including hardware, software, and applicable licensing.
- Assist with the maintenance of the Center's server environment (on-site and off-site).
- Assume other duties and responsibilities as required.

### **Education and Experience:**

- Bachelor's Degree and/or equivalent training, certifications, and experience
- Excellent communication skills a must
- Two or more years' experience with supporting PC's/Mac's and troubleshooting computer hardware, printers, mobile devices, and related technology equipment.
- Prior knowledge and work experience in front-line (Help Desk) hardware/software support
- Must be able to pass pre-employment background-screening

### **Skill Set:**

- Strong computer skills including all Microsoft applications (Office and Exchange), Active Directory, typing skills and keyboard
- Skill with troubleshooting desktop computing hardware (PC's and Mac's)
- Excellent verbal and listening skills are critical as is the ability to work well under pressure
- Pleasant clear speaking voice, professional demeanor and appearance

- Ability to work a flexible schedule including some weekends, evenings and holidays

**For immediate consideration, send cover letter, resume and salary requirements.**

**By Email:** careers@attpac.org

AT&T Performing Arts Center is an equal opportunity employer and is committed to the belief that each individual is entitled to equal employment opportunity.

**AT&T Performing Art Center's mission is:**

*To provide a public gathering place that strengthens community and fosters creativity through the presentation of performing arts and arts education programs. We accomplish our goals by maintaining a welcoming campus with state-of-the-art venues; by providing support and services for the AT&T Performing Arts Center and its resident companies; by presenting renowned regional, national, and international performances; and by offering innovative, diverse and widely accessible arts and education programs.*

The **AT&T Performing Arts Center** is a nonprofit foundation that operates and programs three premier performance venues and a 10-acre park for music, opera, theatre and dance in the heart of downtown Dallas. The Center also makes performance art accessible to local students through its education program, Open Stages. Opened in October 2009, the Center helped complete the 30-year vision of the Dallas Arts District. The Center includes:

- The Margot and Bill Winspear Opera House, designed by Foster + Partners of London in a modern horseshoe configuration, seats 2,200. Its acoustics are considered among the best in the world.
- The Dee and Charles Wyly Theatre designed by REX/OMA, Joshua Prince-Ramus (partner in charge) and Rem Koolhaas, seats up to 575 and uses a super-fly system to change rapidly the performance hall's configuration to proscenium, thrust or flat floor.
- The Elaine D. and Charles A. Sammons Park, designed by Michel Desvigne, is a lush urban park that unifies the Center's venues.
- Annette Strauss Square, designed by Foster + Partners, is the Center's outdoor entertainment venue.
- Two underground parking areas accommodate more than 850 vehicles.

The Center's Resident Companies are: The Dallas Opera, Dallas Theater Center, Dallas Black Dance Theatre, Texas Ballet Theater and Anita N. Martinez Ballet Folklorico. The Center also has a partnership with TITAS, the premier performing arts presenter in Dallas.

For more information on the AT&T Performing Arts Center or to make a donation, visit [www.attpac.org](http://www.attpac.org).