



Salt Lake County Job Description

ArtTix Systems Administrator

DEPARTMENT: Community Services

JOB CODE: 338 **GRADE:** 015

SALARY PLAN: TRD

SAFETY SENSITIVE: No

DIVISION: Center for the Arts/3500

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: 11/01/2011

JOB SUMMARY

Administers and maintains the division's ticketing system information flow and data structure functionality. Provides consultation services, evaluates product and data suitability, and assists with strategic planning for future products that are used by ArtTix.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Computer Science, or other closely related field, plus two (2) years of related experience, OR an equivalent combination of related education and experience.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Perform database administration by creating and managing SQL queries, building schemas and tables, and importing SSRS reports. Ensure database integrity and reliability through backup and health-check strategies based on proven best practices.
- Establish standards and procedures for moving database objects from development to test or production environments. Develop and document policies and procedures of database development and implementation. Review application of database procedures to ensure compliance with current standards.
- Maintain and monitor security by restricting access to database resources.
- Maintain and improve Internet presence that provides information about Center for the Arts, its venues, clients, building descriptions and specs, and upcoming events.
- Provide computer hardware, software and telephone technical support to Center for the Arts staff. Coordinate support schedule.
- Act as an alternate support resource for the ArtTix ticketing system to ticket office staff.
- Pursue new methods of display and event promotion. Explore new deployment mediums based on evolving innovations in displays and kiosks. Create and propose strategies to IS and ArtTix management.
- Monitor, administer and support ticketing websites that provide essential business.
- Maintain and keep up-to-date Center for the Arts graphical promotional resources (video screens, marquees, website images, etc.)

- Provide graphical support to Center for the Arts and ArtTix staff including scanning materials and graphic development or conversions as needed. Create, debug, and maintain reports from ticketing systems data for staff and Arts Partners using Access and SQL.
- Establish and maintain favorable search engine listings and placement through SEO practices.
- Administer and direct the division organizational unit by adding/removing resources (users, groups, etc.) and requests login rights for users using 2X secured logins.
- Coordinate with staff and Arts Partners to provide training sessions for staff in subjects related to computers and systems.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- SQL, SQL Server Reporting and Integration Services
- HTML, JavaScript, ASP, PHP, CSS, .NET, XML, RAMP, API's, FTP, Shell scripting, Unix, Oracle
- Modern web browsers, TCP/IP, Server-Side Scripting
- Microsoft Windows XP, Vista, 7, SQL Server Management Studio 2008, MS Visual Web Developer, Adobe Photoshop, Adobe Illustrator, Adobe Flash Professional, Adobe Dreamweaver, Adobe Acrobat Professional, Microsoft Management Console, IIS, Remote Desktop, LANDesk Management Suite, Prismview Client, VNC
- Microsoft Office Products (Word, Excel, Outlook, Visio) ver. 2003 - 2010
- Boca Printers, Card Swipers, Kiosk Deployment, maintenance and enhancement

Skills and Abilities to:

- Design and manage database, and maintain database security
- Develop and troubleshoot complex ASP/C# and .NET applications
- Test and implement software programs on various platforms
- Communicate with technical and non-technical staff and clients
- Troubleshoot PC hardware and software, network switches, routers, hubs and cable infrastructure
- Perform computer setup, configuration and deployment
- Set up video\audio equipment for meetings and multimedia presentations
- Support and Troubleshoot Multifunction printers and print servers
- Design, modify and convert vector and raster based imagery
- Convert multimedia from diverse types and platforms for deployment to web, marquee and flat panels in the correct resolutions and aspect ratios
- Coordinate with residents and tenants on advertisement procurement
- Troubleshoot network infrastructure. Run, trace, terminate, and test Cat 5/6 Ethernet cabling
- Maintain analog phone infrastructure, including 66/110 blocks, line tracing, line punching

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Extended periods of sitting. Ability to stoop, crawl, climb, lifting of items ranging 50 - 100 lbs.

IMPORTANT INFORMATION REGARDING THIS POSITION

This position has substantial troubleshooting duties, which involves on the spot diagnosis and problem-solving skills on a variety of technical issues.

Revised Date/Consultant's Initials: 01/16/2017/MB