The Greater Vancouver International Film Festival Society is a not-for-profit cultural organization that operates the internationally acclaimed Vancouver International Film Festival (VIFF) and the Vancity Theatre, located in the VIFF Centre. We produce screenings, talks and events as a catalyst for a diverse community to discover, discuss and share the creativity and craft of storytelling on screen.

The Greater Vancouver International Film Festival Society is dedicated to accessible employment practices and committed to being an equal-opportunity employer. We value a diverse and inclusive workplace that is reflective of our community and encourage applications from members of communities that have been marginalized based on sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, or status as an Indigenous person. Please feel free to advise us of any accommodation needs.

Reporting to the IT & Facilities Coordinator, the Festival Technical Support is responsible for the cleaning, testing, configuration and set-up and tear down of festival box office and venue equipment (pin pads, printers, laptops, Internet Smart Hubs, ipads), and basic level 1 user end technical support. This role is also responsible for training venue staff on equipment and leading an IT support volunteer team.

Qualifications:

- Proven experience working in a technical support role.
- Basic understanding of networking, TCP/IP protocols, port-forwarding, and LAN configuration.
- Experience working in a festival or event-focused environment an asset.
- Experience working with volunteers an asset.
- Ability to problem solve, troubleshoot, and repair IT related issues.
- Strong communication and interpersonal skills.
- Office hour availability during the lead up to the festival (approx. 4 days/week)
- Flexible and open availability during the festival proper: September 28-October 8th.
- Laptop
- Ability to lift up to 50lbs.
- Class 5 driver license/ access to vehicle an asset
Key Responsibilities:

- Testing and configuring festival laptops, iPads, cell phones, smart hubs, and printers.
- Develop communication strategy for festival IT issues.
- Coordinating installation of equipment at festival venues and ancillary offices.
- Coordinating software installation for festival tablets, phones, laptops and workstations.
- Supporting training and basic troubleshooting for venue staff on devices.
- Arranging for installation of ad-hoc internet connectivity.
- Assisting with basic end-user technical support.
- Become well-familiarized with festival venues and their respective box office, network setups, hours of operation etc.
- Liaising with the appropriate external support teams and escalating issues in a timely manner.
- Troubleshooting and researching solutions for basic technical issues.
- Supporting last-minute equipment requests and set-ups.
- Supporting festival venues with IT troubleshooting and solutions.
- Managing equipment inventory; ensure all equipment is returned, cleaned, and properly stored post-festival.
- Leading and supporting a team of IT volunteers.
- Completing a final report on activities in the current year and recommendations for the future.

Deadline for application is Aug 11th, 2023
How to apply: Please submit a current CV, along with a cover letter to careers@viff.org. Please include “FESTIVAL TECHNICAL SUPPORT” in the subject line of the email. We thank all applicants for their interest and advise that only those requested for an interview will be contacted due to the volume of applications anticipated. No phone calls, please.