

Salt Spring National Art Prize – Part Time Contract Position

Job Title	<i>SSNAP IM/IT and Website Manager</i>
Reports to	<i>The SSNAP Operations Manager</i>

Job purpose

To i) oversee and manage Information Management and Information Technology services; ii) provide website content management and administrative support; iii) support the online submissions process; iv) generate reports on website activity and allied website services; v) cybersecurity; and v) provision of assistance to the SSNAP Communications Specialist.

Duties and responsibilities

1. Oversight and management of IM/IT services as follows:
 - Management of Microsoft 365 administration, including Emails accounts and access permissions.
 - Technical aspects of the Shared Drive (SharePoint), including the creation, structure and clean up of SharePoint communication sites, access permissions and data management.
 - Support and training for SSNAP staff in their use of M365 (Outlook, OneDrive, SharePoint, Teams).
 - Setup and maintenance of distribution lists.
 - Implementation of volunteer management software.
 - Accounts setup, configuration and access for social media services, including Instagram, Youtube, Facebook, Google Ads and Google Analytics.
 - Support for online SSNAP sales activity.
 - Assessment of, and advice on improvements and efficiencies in the technical and procedural aspects of all IM/IT services for SSNAP.
2. Provision of website management and administrative services, including:
 - Performing regular maintenance and updating of SSNAP website and managing the interface with relevant service providers.
 - Configuring and managing website menu and forms.
 - Managing the interface of the externally run submission site with the core SSNAP website and IM systems.
 - Performing bulk imports of data into the website (e.g., exhibition artworks and online store).
 - Managing the online store, including bulk imports, synchronization with Square terminals, and troubleshooting.
 - Provision of technical assistance to the Communication specialist and volunteers using the Square terminals.
3. Provision of first- and second-line support and management for the submission process (note this entails interface with an externally hosted submission site), including:
 - Creation and management of SSNAP users accounts and jury accounts.

- Exporting and structuring data for the submissions, jury and sleuthing committees, as well as for reporting purposes.
 - Set up and management of iterative jury rounds, including entering jury decisions.
 - Mailout of SSNAP jury decisions via the submission app.
 - Trouble shooting user issues and fielding bug reports.
4. Generate reports, including:
 - Monthly reports on website traffic for board/steering committee using Google Analytics and website analytics.
 - Website traffic reports to support Communication specialists in making advertising/promotions decisions using Google Analytics and website analytics.
 - Submissions data reports to support the SSNAP Board and committees.
 - Jurying results reports in support of jurying and sleuthing activities.
 5. Cybersecurity, including:
 - Ensuring updated data management and cybersecurity protocols are established, maintained, and regularly reviewed for all aspects of technology and information management of SSNAP.
 - Advising SSNAP staff and volunteers on best practices in cybersecurity and data management.
 6. Provide assistance and backup to the Communications Specialist for postings on social media and the website, MailChimp etc.
 7. Attend relevant SSNAP meetings.

Working conditions

While working as a member of an integrated team, the work is part time and performed, in large measure, remotely at the contractor's home/studio/office. The incumbent must have their own computer and reliable internet access.

Hours fluctuate monthly and between the exhibition and fallow years of the biennial cycle of SSNAP activities. On-site work may be required for a few days during the start of the biennial exhibitions.

Technical qualifications

- Microsoft 365 (Outlook, Office, OneDrive, SharePoint and Teams administration)
- WordPress and HTML
- Creation and maintenance of distribution lists and security groups
- First- and second-line support
- Data export
- Cybersecurity and data management knowledge
- CSS (an asset)
- JavaScript (an asset)

Competencies

- Excellent communication skills, both written and verbal
- Teamwork and cooperation-focused
- Ability to effectively train and support others who may have beginner IT skills
- Service orientation – focus on discovering and meeting the needs of the client
- Strong organizational skills, including both information and data management as well as time-management
- Ability to work independently and self-directed in setting and meeting priorities of the position
- Attention to detail