PAPER MILL PLAYHOUSE

Job Title: IT Coordinator
Reports to: Director of IT
Status: Part Time/Non-Exempt
Hourly Rate: $25.00/hour

About Paper Mill Playhouse
Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 90 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor.

Paper Mill Playhouse facilities include a 1,150-seat theater with attendant backstage dressing rooms, offices, and production support areas; front-of-house lobbies with bars, concessions and restroom facilities; a 100-seat restaurant; a small house with two apartments; 2,500 square feet of education studios; three parking lots and grounds.

Position Overview

Paper Mill Playhouse is seeking a reliable, technically experienced, and customer-focused part-time IT Coordinator to support the Director of IT in maintaining the organization's day-to-day technology operations. This position provides first-level support to staff, assists in equipment setup and use, helps maintain IT assets and systems, and ensures smooth functionality across administrative, performance and production environments.

This role may require evening and weekend availability, particularly around show schedules, rehearsals, performances, and special events. Weekly hours will vary but are expected to average 20 hours per week.

This position works closely with the Director of IT to support the organization's technology operations and escalates complex infrastructure, cybersecurity, and systems-related issues as needed.

Essential Functions

- Providing first-level technical support to staff by troubleshooting hardware, software, and network connectivity issues
- Install, configure, and maintain user devices (desktops, laptops, mobile devices, printers), including updates and patches as directed by the IT Director
- Assist with adds/moves/changes in systems, including:
    - AT&T Office@Hand phone systems
    - Microsoft 365 user and group accounts
    - Local file storage and organizational structure
- Monitor and assist with basic network activity (Wi-Fi, LAN, user permissions, and troubleshooting)
- Provide prompt IT support during performances, rehearsals, and special events, including support for ticketing devices and related front-of-house technology.
- Assist with routine software updates, antivirus management, and IT security compliance under the direction of the IT Director
- Maintain up-to-date inventory of IT hardware, software licenses, warranties, and renewals
- Create, update, and maintain internal documentation including user guides, best practices, protocols, and FAQs

- Monitor system and network performance; escalate or coordinate with external technical vendors as needed
- Set-up and break-down IT equipment for internal meetings and special events at the theater and the Carriage House
- Support IT security and compliance efforts including patching, backups, antivirus updates, and user permission management
- Provide basic training for staff and help implement new software systems or updates
- Perform minor maintenance on devices (i.e., cleaning printers, organizing cables, replacing parts)
- Other duties as assigned

Qualifications & Skills

- High School diploma, GED, or equivalent experience (college coursework or IT certifications preferred)
- Experience supporting Microsoft Office Suite and Microsoft 365
- Solid knowledge of Windows 11 environment
- Basic experience in managing Apple iOS and Android devices
- Understanding of TCP/IP protocols, LAN/WAN configuration and general networking (preferred)
- Prior experience in IT support, helpdesk, or tech operations (experience in theater or live entertainment is a plus)
- Excellent communication skills and ability to explain technical issues to non-technical users
- Strong customer service orientation and troubleshooting mindset
- Attention to detail, with strong organizational and coordination abilities
- Ability to adapt to changing needs, timelines and environments
- Comfortable interacting with individuals across departments; committed to accessible and inclusive service
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggression
- Reliable and punctual for all scheduled shifts
- Able to remain calm, professional and solution-oriented under pressure
- Proactive, positive attitude, and a strong work ethic

Physical/Other Requirements

- Must be able to lift and move hardware up to 50 lbs safely
- Ability to work in variable environments (office, backstage, auditorium) including setup/tear down of equipment
- Must be able to climb, stand, bend, crouch, and carry equipment as needed

Apply

Paper Mill Playhouse is committed to hiring high caliber individuals from diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees, and optimal for their success. Paper Mill celebrates diversity and believes it enriches our work environment and the work on our stage.

Send cover letter and resume to Recruiting@PaperMill.org with subject line: **IT Coordinator**. No phone calls, please.

Our Mission

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

Paper Mill Playhouse is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to and benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of races, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and veteran status.