



Liberate the Artist

PROGRAM SPECIALIST, TECHNOLOGY PROGRAMS

OVERVIEW

Fractured Atlas is seeking a Program Specialist, Technology Programs for a newly-created position. The Program Specialist provides high-level customer service and directly assists in project management of all technology program related services. The Program Specialist reports to the Project Manager, Technology Programs.

The successful candidate will be interested in arts administration as a career rather than just a “day job”. Additionally, we seek someone who is committed to helping artists function more effectively as small businesses and believes in the transformative power of technology. The majority of our staff are artists who have chosen to serve our community at large by working here.

MAJOR DUTIES & RESPONSIBILITIES:

- Provide exceptional customer service for the Technology Programs, including Artful.ly, NYC Performing Arts Spaces, and other Fractured Atlas space databases around the country.
- Manage customer service tools and processes and provide support in their set-up and implementation.
- Help translate customer feedback into feature requests, bug fixes, and suggestions to improve the user experience; communicate these ideas to program staff and developers on an on-going basis.
- Perform high-level administrative duties related to the Technology Programs.
- Assist in project management activities and take ownership of smaller projects as needed.
- Assist in the development and dissemination of training materials for both internal and external use.
- Maintain an expert knowledge of fundamental concepts related to the programs, such as knowledge of usability testing protocols and theories, customer service best practices, and technologies used.
- Travel as necessary to perform the duties of the position, including but not limited to meeting customers and developing skills as a customer service provider.

QUALIFICATIONS:

- Bachelor's Degree or equivalent experience. Previous experience with sophisticated information technology systems is a plus.
- Must be comfortable working in a very fast-paced environment and able to adapt to frequent, rapid changes and exchanges all while delivering stellar customer service.
- Self-motivated and hyper-organized with the ability to manage responsibilities independently while working with a small, tight-knit staff.
- Excellent verbal and written communication skills, a meticulous attention to detail, and creative problem solving skills.
- Proficiency with Microsoft Office and experience with web-based software a must.



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SALARY & BENEFITS:

Starting salary is \$46,574. Benefits include health insurance, employer-contributed 401K plan, TransitChek, tuition reimbursement, vacation, sick and personal days, and a casual but hard-working, friendly and supportive office environment. Fractured Atlas is an equal opportunity employer.

TO APPLY:

To be considered for the position, please email the items below in one PDF-formatted file with your name as the filename to Tim Cynova, Deputy Director at jobs@fracturedatlas.org. Include "Program Specialist, Technology Programs" as the email's subject line.

1. A substantive cover letter including the following information: your interest in the position and the organization, what you will bring to the position and Fractured Atlas, why you are the ideal candidate, the date you are available to start, and three professional references.
2. A résumé no longer than two pages outlining your educational and professional experience.
3. One of the following writing samples, no longer than two pages:
 - a. A short article describing the single most pressing technology-related challenge facing the arts community.
 - b. A short article critiquing the user experience design of a popular website of your choosing.

Incomplete submissions will not be considered nor will submissions sent via postal mail or fax. No calls please (we mean it). Thank you!

Prospective applicants are strongly encouraged to review our websites www.fracturedatlas.org, athena.fracturedatlas.org and nycpaspaces.org prior to submitting materials for consideration.

POSTING DATE: August 8, 2011. Deadline for submissions is August 29, 2011.

ABOUT FRACTURED ATLAS

FRACTURED ATLAS is the nation's largest non-profit arts service organization with a multi-disciplinary membership of over 17,000 independent artists and arts organizations. Its core service areas include **fiscal sponsorship**, the nation's only arts **liability insurance** program, **health insurance navigation**, **professional development**, and **advocacy**. Fractured Atlas's **Open Arts Network** brings its programs and services to an audience of over 100,000 artists and arts groups nationwide. Its technology-based programs include **Spaces**, professional development through **Fractured U**, and a cultural asset mapping suite with **Archipelago**. With the assistance of The Andrew W. Mellon Foundation, Doris Duke Charitable Foundation, and The Kresge Foundation, Fractured Atlas is developing **ATHENA**, an open-source software platform for the cultural sector.