

INDIANAPOLIS INDIANS - Job Description

Job Title:	IT/Database Manager	Status:	Full Time
Reports To:	Director of Marketing	FLSA:	Exempt
Department:	Marketing	Effective:	December 2007

Company Description:

The Indianapolis Indians are a locally-owned professional Triple-A baseball club affiliated with the Pittsburgh Pirates. The Indians play their home games at Victory Field in downtown Indianapolis, a 14,500-seat ballpark that has received numerous local and national accolades. Since its opening in July of 1996, the ballpark has hosted nearly seven million fans for Indians games, an average of over 8,500 fans per game. Victory Field features include 28 luxury suites, four suite-level party areas, two large picnic hospitality areas and one of the largest high-resolution video boards in Minor League Baseball.

Job Summary:

Provide Level 1 and Level 2 help desk support to in-house users and assist with Marketing Department functions.

Essential Functions:

- Install, configure and maintain the organization's LAN servers, workstations and peripherals (i.e. printers, scanners, PDA's)
- Schedule and perform regular updates and maintenance (i.e. patches, clean-up, audits)
- Analyze systems for upgrade and replacement
- Ensure security measures for corporate data, proprietary information and intellectual property
- Enter customer data and verify for accuracy
- Establish priorities for technical standards and procedures using TicketMaster Archtics database
- Ensure system-wide storage quotas are accommodated
- Test software prior to roll-out

Other Duties/Responsibilities:

- Perform asset management and inventory of all computer systems
- Relocate employee equipment as necessary
- Provide technology plans in relation to anticipated business growth
- Train new employees on current systems; train all employees on new systems
- Maintain schedule for shared IT resources (laptops, projectors, cameras, etc.)
- Other duties as assigned

Minimum Qualifications:

Bachelor's degree or equivalent and 2-3 years of technical support experience; sports environment experience is a plus

Skills & Abilities:

- Familiarity of installation and maintenance of Windows XP, MS Office, Peachtree Accounting, Anti-virus, Firewall and Anti-spyware applications
- Knowledge and experience in working with large databases and ability to create user-friendly reports
- Strong analytical, troubleshooting and problem resolution skills
- Strong organization and documentation skills with an attention to detail
- Ability to work independently as well as collaboratively with little supervision
- Ability to move heavy desktop equipment
- Understanding of Internet-related technologies and technical standards
- Proficiency in Adobe Photoshop, InDesign, Illustrator, HTML, audio/video encoding is a plus
- Ability to work up to 14 hours per day and up to 100 hours per week during peak periods

Compensation:

Salary commensurate with experience, plus bonus structure

Benefits include paid vacation, 401(k) plan (when eligibility is reached) and health insurance