



**Local 600**  
International Cinematographers Guild

## **JOB POSTING**

### **IT Assistant National Office – Los Angeles**

The International Cinematographers Guild, Local 600 IATSE is the largest camera and publicist union in the world with over 9,000 members in all 50 states and Puerto Rico. We are a National Local of the International Alliance of Theatrical and Stage Employees (IATSE). Applications are now being accepted for the non-exempt, at-will, IT Assistant hourly position for our National Office in Los Angeles, California.

#### **SALARY:**

\$24.04 - \$28.85 per hour, depending on experience.

#### **POSITION SUMMARY**

Under the direction of the IT Director, the primary responsibilities involve collaborating with our Managed Service Provider (MSP) and internal IT personnel to ensure seamless hardware and technical support. The IT Assistant position works to support the information technology department in a variety of tasks to keep the administrative side of the department running smoothly. Educate users on various computer platforms and related components and software.

#### **PRIMARY RESPONSIBILITIES**

- Log and track all requests and issues related to Guild Website, Member database.
- Assist in software testing and support for Member database, Guild website, related systems, and project software and apps.
- Provide support for staff onboarding and offboarding procedures.
- Maintain documents related to company policies and procedures.
- Assist with Creating user training guides.
- Work with the department and MSP to follow up on outstanding tickets.
- Escalate issues to MSP or management.
- Serve as first point of contact for guild website support related issues.
- Coordinate loaner equipment check-out and return using asset management system.
- Collaborate with other departments regarding issues requiring IT support.
- Maintain and provide support for the telephone system.
- Coordinate with vendors for provision of end-user support (e.g. Hardware Vendor technicians for warranty repair/replacement).
- Perform other IT-related duties as assigned.





## **MINIMUM REQUIREMENTS**

- High School Diploma or equivalent
- Ability to provide exceptional customer service to staff, members, and vendors
- Basic understanding of computer systems and networks
- Proficiency in MS Office 365 suite Apps & Adobe Acrobat
- Strong and effective communication skills, both verbal and written,
- Organizational, analytical, and problem-solving skills
- Basic understanding of Information Security best practices
- Ability to manage multiple tasks and meet deadlines under pressure.
- Understanding of Computer Hardware is essential
- Hands-on experience with imaging and configuring laptops and desktops

## **PREFERRED TRAINING & EXPERIENCE**

- Experience in customer service or technical support role.
- Knowledge of Windows and macOS operating systems.
- Active Directory experience a plus
- Previous union experience a plus.

## **LICENSE AND PHYSICAL CLASS:**

A valid Driver's License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. Ability to lift-up to 20 lbs.

## **CLASSIFICATION:**

This is a non-affiliated, confidential, at-will position - not subject to a collective bargaining agreement.

Please mail or email current resume and cover letter detailing relevant skills and experience, including three work references with contact phone information to:

International Cinematographers Guild, Local 600 IATSE  
7755 Sunset Blvd, Los Angeles, CA 90046  
Email: [careers@icg600.com](mailto:careers@icg600.com)  
Subject: IT Assistant