Founded in 1842, the New York Philharmonic is the oldest symphony orchestra in the United States, and one of the oldest in the world. Each season the Philharmonic connects with up to 50 million music lovers through live concerts in New York City and on its worldwide tours and residencies. David Geffen Hall, the home of the Philharmonic, is currently under renovation and the orchestra is performing in several different venues this season. The new hall will re-open to the public in the fall of 2022 with state-of-the-art acoustics and more inviting spaces.

The New York Philharmonic seeks an **IT Project Manager** who will plan, establish, and manage information technology (IT) projects and will serve as a liaison between the business and technical aspects of assigned projects.

**Responsibilities include:**

- Manages assigned IT projects to ensure adherence to budget, schedule, and scope of project
- Sets and tracks project milestones; manages and accounts for unforeseen delays then realigns schedules and expectations as needed
- Research, recommend, establish and maintain best practices in the implementation and ongoing maintenance and support of the Tessitura platform
- Remain active in the Tessitura community for knowledge sharing and latest trends and opportunities for data
- Support Tessitura data issues as necessary, including administrative setup, configuration, and data entry questions
- Manage upcoming release cycles, including planning and staging of beta versions and dissemination of new features to stakeholders
- Work closely with Marketing and Development to facilitate shared insights of customer and patron data
- Coordinates internal reporting requests with database administrators and report writers
- Provides data analytics and applies business intelligence techniques to raise visibility to issues and transparency to management on project progress
- Proactively provide recommendations for improvements, including new features or processes
- Develop cross-departmental understanding of business processes and data needs
- Lead reoccurring meetings – including preparing and keeping to the agenda
- Provide general help desk support along with others in the IT department to facilitate a customer service-oriented environment where internal clients are encouraged to seek and are satisfied with help and guidance on technology issues
- Commitment to valuing diversity and contributing to an inclusive working environment.
- Miscellaneous duties as assigned.
Requirements:
Bachelor’s degree in IT, Technology, or Business, or equivalent experience, with a minimum of 3 years’ experience in databases, project management, and/or business intelligence. Strong organizational skills and familiarity with either Marketing and/or Fundraising business practices within the performing arts. A willingness to learn and develop depth of understanding of both perspectives of the business. Up-to-date knowledge of information systems and technologies, particularly in a Microsoft environment and the latest versions of Tessitura. Demonstrated ability to work collaboratively across multi-functional teams to work toward a common goal, an excellent communicator and relationship builder, ability to thrive in a fast-paced, rapidly changing environment, demonstrated internal and external customer service focus and an ability to prioritize the needs of a complex organization. A self-starter that will embrace the challenges of an evolving workplace in a non-profit arts organization.

The New York Philharmonic offers a competitive salary and comprehensive benefits package to our full-time employees including:
- Medical Dental and Vision coverage
- Employer contributions to the 403(b) plan after one year of employment
- Employer paid Life and Disability insurance
- 12 Holidays
- Up to 20 Vacation days in 3rd calendar year of employment

Please submit a resume and a cover letter along with your salary expectations to resumes@nyphil.org.

No phone calls, please. Although we appreciate your interest, we will only contact applicants we are considering for interview.

The New York Philharmonic is an Equal Opportunity Employer and does not discriminate on the basis of age, immigration or citizenship status, color, disability, ethnicity, gender, gender identity, marital and partnership status, national origin, race, religion, sexual orientation, veteran or active military service member or any other characteristic protected by federal, state or local laws in its employment policies.