



IT/Media Assistant

This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.

Work Team:	Business
Reports To:	IT Associate, IT Lead, Business Manager
Position Classification:	Short-Term Volunteer
Length of Service:	2+ week commitment

POSTION SUMMARY

The IT/Media Assistant supports the IT/Media Associate in providing IT support and training to Holden staff and teaching faculty, recording and editing teaching sessions, assisting with the development of the audio archive.

MAJOR FUNCTIONS (principal duties and responsibilities; such as categories supported, staff size, volume managed, etc)

Specific responsibilities include but are not limited to the following:

- Assistant with audio and visual needs for day-to-day use and special events.
- Resolve user issues in a positive and timely manner.
- Assist with the set-up, recording, and broadcasting of teaching sessions during the summer months.
- Edits and prepares recordings for audio archives and podcasts, and provides advice on needs for equipment replacement or repair.
- Updates, organizes, and promotes Holden's audio archive so it is accessible to Holden's constituency.
- Performs special project IT tasks under the direction of the IT/Media Associate or IT Lead.

KNOWLEDGE AND SKILLS REQUIREMENTS (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

Specific knowledge and skills include but are not limited to the following:

- Knowledge of skills in the use of recording technology, computers, and sound systems required.
- Previous IT technical support experience with excellent troubleshooting skills
- Skill in use of recording equipment, computers, and other AV-related equipment
- Demonstrated customer service experience with the ability to interact positively with people at all levels
- Patient, helpful, teaching approach to engage with users' varying levels of technical knowledge
- Proactive, does not wait for issues but checks in and anticipates event leaders needs
- Excellent planning and organizational skills
- Sound judgment, creativity, problem solving, flexibility, and decision-making abilities
- Ability to actively shift priorities in a dynamic work environment

COMMUNITY EXPECTATIONS (particular knowledge/skills related to client and/or agency needs)

- Enthusiasm for and ability to work in a remote wilderness setting.
- Pledges to work in ways that support and fulfill Holden Village's [Mission, Vision, and Values](#) and commits to the terms of the [Community of Practice Agreement](#).
- Abides by Holden Village's [Community Health Protocols and Practices](#).
- Extends genuine hospitality to all villagers.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the [Strategic Plan](#).

COMPENSATION & BENEFITS

As a Short-Term Volunteer, you are eligible for the following benefits:

- Food (three meals/day)
- Housing & utilities
- Free parking at Fields Point
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!