



POSITION DESCRIPTION:

Information Technology (IT) Associate

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.

DATE: October 2021

DEPARTMENT: Business

REPORTS TO: Information Technology (IT) Lead

CLASSIFICATION: Long-term volunteer

POSTION SUMMARY

The IT Associate works under the direction of the IT Lead to perform desktop and audio visual (AV) support to Holden Staff and Teaching Faculty.

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:

- Function as the "IT Help Desk"
- Resolve user issues in a positive and timely manner
- Assist all Village Staff in troubleshooting and solving IT problems
- Coordinate the Staff's audio/visual needs for day-to-day use and special events
- Facilitate and actively monitor recording sessions and presentations
- Edit session recordings and export them to .mp3 for upload to the Audio Archive
- Perform special project IT tasks under the direction of the IT Lead
- Perform routine hardware maintenance
- Maintain an inventory of IT and media equipment
- Recommend repairs and replacements to the IT Lead
- Offer instruction, training, and support to Staff on IT and AV equipment
- Update, organize, and promote Holden's audio archive so it is accessible to Holden's constituency
- Steward the digitizing process of reel to reels into digital files, including the ongoing training of short term volunteers to facilitate this long term project

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:

- 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
- Ability to lead and supervise short-term IT and media volunteers that include a wide variety of ages, skills, and abilities in ways that promote a positive staff experience
- 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

UNIQUE REQUIREMENTS (particular knowledge/skills related to client and/or agency needs)

- Willingness to work and live in a remote wilderness community
- Willingness to act in accordance with the Holden Staff Code of Conduct and all expectations therein