



IT/Media 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.

Work Team:	Business
Reports To:	IT Lead, Director of Data & Technology
Position Classification:	Summer Seasonal Head, Long-Term Volunteer
Length of Service:	3-4 month commitment May – August 1+ year commitment

POSTION SUMMARY

The IT Associate works under the direction of the IT Lead to perform desktop and audiovisual (AV) support to Holden Staff and Teaching Faculty. This role functions as the "IT Help Desk", while also coordinating the audio/visual needs for day-to-day use and special events.

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:

- Functions as the "IT Help Desk" by offering instruction, training, and support to Staff on IT and AV equipment.
- Coordinate the Staff's audio/visual needs for day-to-day use and special events.
- Resolve user issues in a positive and timely manner.
- The IT/Media Associate facilitates 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.
- Stewards the digitizing process of reel to reels into digital files.
- Supervises IT/Media Assistant short term volunteers
- Performs special project IT tasks under the direction of the 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
- Ability to positively lead and supervise short-term IT/Media volunteers that include a wide variety of ages, skills, and abilities.
- 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)

Long-Term Volunteer

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months.
- Pledges to work in ways that support and fulfill Holden Village's Mission, Vision, and Values.
- 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.
- Be a community leader and role model by serving the village in roles such as First Response Team, Fire Brigade, Worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.

Summer Seasonal Head Volunteer

- 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.
- 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 Long-Term Volunteer, you are eligible for the following compensation and benefits

- \$550/month stipend
- Food (three meals/day)
- Housing & utilities
- Free parking at Fields Point
- Health insurance (medical, dental and vision)
- Basic life insurance
- Life Flight membership (emergency helicopter transportation based on medical need)
- Simple IRA account
- 37 "out" days per year
- 14 one-way boat tickets per year
- 21 friends & family days and 21 half-price friends & family days per year
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!

As a Summer Seasonal Head, you are eligible for the following benefits:

- \$350/month stipend
- Food (three meals/day)
- Housing & utilities
- Free parking at Fields Point
- Boat tickets commensurate with length of commitment
- Out days commensurate with length of commitment
- Friends & family days commensurate with length of commitment
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!