



Community of Christ

Position Description International Headquarters

Date	October 08, 2018
Title	A/V Support and Information Technology Specialist
Education Requirements	Relevant technical certification preferred
Experience Required/Desired	1 - 3 years relevant experience
Immediate Supervisor	Information Technology Manager
Employment Status	<input checked="" type="checkbox"/> Full Time (40 hours per week) <input type="checkbox"/> Part Time (20 hours or more per week) List hours per week: <input type="checkbox"/> Part Time (under 20 hours per week) List hours per week:
Summary of Position	Provides technical support for sound, lighting and video operations and also provide IT desktop support, copier maintenance and telephone hardware support for International Headquarters.
Essential Functions	<ol style="list-style-type: none"> 1. Is responsible for installation, configuration, and maintenance of audio, video, and lighting to support IHQ operational events 2. Assists with the A/V support for multifaceted events, like 15+ annual graduations and the triannual World Conference 3. Provides tier 1 desktop computer support and escalation as needed 4. Supports copiers/multi-function printers, contacts vendors for repairs, manages toner inventory 5. Provides telephone hardware support and wiring of phone cross-connects 6. Provides timely response to incoming helpdesk requests 7. Deploys computers using imaging software 8. Accomplishes other duties as assigned
Registered Youth Worker	Employee is required to be a registered youth worker with Community of Christ or be able to register within 30 days of hire date.

Competencies/Skills	<p>Required</p> <ol style="list-style-type: none"> 1. Action Oriented 2. Decision Quality 3. Learning 4. Composure 5. Functional/Technical Skills 6. Directing Others 7. Customer Service, ability to interact with customers/public professionally 8. Ability to lift, carry, and move up to 50 lbs. 9. Must be able to work from a ladder and occasionally from elevated/suspended ceiling up to 50'.
	<p>Desired</p> <ol style="list-style-type: none"> 1. A working knowledge of A/V technologies and equipment, including Tricaster video production and Yamaha EtherSound systems 2. ETC lighting controls 3. Knowledge of AMX systems 4. Knowledge of Windows Operating Systems and Microsoft Office products 5. Copier and multi-function printer technology 6. Knowledge of desktop and laptop computer hardware. 7. Ability to provide application support to technical and non-technical users
Supervisory Responsibility	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
	<p>If yes, please say how many staff and what positions are being supervised. Supervisor for contractual and volunteer staff for events</p>

Grade	
Ministerial Status	<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>
Overtime Status	<p><input type="checkbox"/> Exempt</p> <p><input checked="" type="checkbox"/> Non-exempt</p>