IT & A/V Specialist

Department	Administration
Supervisor	Executive Director, Norman Thiel
Schedule	Flexible, scheduled with supervisor
Job Type	Part-Time Non-Benefited (PTN), Non-Exempt, 8 hours per week
Benefit Level	Paid Sick Leave

Position Description

The IT & A/V Specialist provides reliable technical support for staff workstations, cloud/local networks, and organization-wide audio-visual (A/V) systems. This role ensures smooth daily operations across office technology, manages hybrid or in-person meetings and events, and supports staff with patient, mission-driven customer service. Duties include set up and operation of video, audio, and lighting, maintaining microphones, mixing sound, coordinating graphics, managing video recordings, and providing technical support for programs, meetings and events.

Duties and Responsibilities

- Troubleshoot hardware, software, operating system (Windows/macOS), mobile device, and printer issues.
- Onboard and offboard staff accounts (Google Workspace / Microsoft 365, active directory, email, and security permissions).
- Maintain an accurate inventory of laptops, desktops, phones, peripherals, and networking gear; handle repairs or replacements.
- Monitor basic local network health, Wi-Fi connectivity, and cybersecurity best practices (antivirus deployment, multi-factor authentication, and basic backups).
- Set up, test, operate, and tear down A/V equipment (microphones, speakers, projectors, video switchers, and lighting) for internal meetings, board sessions, meetings, programs and events.
- Manage video conferencing hardware and live-streaming.
- Inspect, clean, and organize audio boards, cables, displays, and wireless mic systems; troubleshoot signal dropouts or feedback.
- Provide quick, accessible training or "cheat sheets" for staff using conference rooms, projection systems, and digital collaboration tools.
- Liaise with external technology, internet service providers (ISPs), and specialized A/V contractors for major installations or repairs.
- Assist leadership in researching cost-effective hardware upgrades or software tools tailored to nonprofit budgets.

Qualifications and Skills

- Proficiency in Windows and macOS environments, Google Workspace or Microsoft 365 administration.
- Working knowledge of TCP/IP, Wi-Fi troubleshooting, and basic network security.
- Hands-on familiarity with A/V gear (mixers, PA systems, wireless mics, PTZ cameras, projection/LED walls, and Zoom/Teams Room setups).
- Patient, service-oriented communication style—able to translate complex tech concepts for non-technical staff ("accidental techie" or general nonprofit workers).
- Strong organizational and multi-tasking skills under the tight timelines of live events.

Education and Experience

- Associate degree or equivalent work experience in Information Technology, Communications, or a related technical field (or 2+ years of hands-on IT/AV support).
- CompTIA A+, Network+, or AVIXA CTS (Certified Technology Specialist) certifications are a strong plus.
- Spanish language and writing skills a plus

Supervisory Duties	None
Physical Demands	Ability to lift and move equipment (up to 40–50 lbs), stoop, climb ladders, and spend extended periods on your feet during event setups.