



CREATING AN ENVIRONMENT FOR INSPIRING HUMAN POTENTIAL



POSITION | IT/AV Technician

POSITION DESCRIPTION

The IT/AV Technician works collaboratively with all JUMP team members to build and sustain a strong team culture that supports the JUMP mission. This position reports to the IT Manager and works closely with the IT/AV Team, Events & Rentals Team, and Programs Team. This person provides IT/AV support and quality customer service for clients' events, JUMP programs, JUMP events, and activities throughout the JUMP building and park. They will provide helpdesk support to employees, as well as assist in projects and upgrades. While scheduled to support a specific program or event, the IT/AV Technician serves as the primary JUMP contact during the event and is responsible for addressing IT/AV and other issues that may present themselves when JUMP is occupied.

DUTIES AND RESPONSIBILITIES

- Provide AV support and technical troubleshooting for events and programs throughout the JUMP site.
- Conduct AV Walkthroughs with clients to assess needs.
- Provide event support and assist with program/event set-up to ensure proper AV equipment, lighting, shades, and other support as needed.
- Act as a representative of JUMP and provide excellent customer service.
- Address visitor concerns, on-site event planner requests and work to resolve any problems experienced by building occupants in the absence of the relevant managers or JUMP leadership team.
- Work with the IT Manager to support projects that consist of maintaining, upgrading, and/or adding equipment throughout the site.
- Conduct regular AV inventory and work with the IT Manager to ensure adequate equipment is available and in proper working condition.
- Maintain and ensure that spaces throughout JUMP are clean and in good working order.

REQUIRED QUALIFICATIONS

- High School Diploma or equivalent.
- Minimum 1 year of similar work experience in high traffic customer service environment.
- Excellent customer service skills with the ability to manage clients in a courteous manner.
- Multi-tasker and ability to work well under pressure.
- Ability to climb tall ladders, willing to become scissor lift certified as well as other equipment and be on your feet for full shifts.
- Knowledge and experience with IT/AV equipment, related software, microphones, lighting software, and various video and audio accessories.
- Experience in using Microsoft Office 365 general applications such as Outlook, Word, PowerPoint, etc.
- Knowledge of event audio, video, and lighting techniques.

- Basic knowledge of Windows and Mac laptops and all the various adapters required to connect to the AV systems.
- Ability to aid and solve a variety of basic computer-related issues.
- Exceptional verbal, written, and listening skills.
- Ability to work nights and weekends as necessary.
- Must have strong interest in event Audio/Video/Lighting technology and understand the capabilities and limitations.

PREFERRED QUALIFICATIONS

- Bachelor's degree in a related field of study.
- Knowledge of and experience in non-profit organizations.
- Knowledge of the local community.
- Experience with Microsoft Office 365 Admin/Visio.
- Experience with Crestron systems.
- 1+ Year in an IT role.
- Live event production experience.

DISCLAIMER | JUMP is a non-profit entrepreneurial organization; consequently, the position description listed above has been written to indicate the overall nature, essential duties, and responsibilities of the work to be performed. It may not contain a comprehensive record of all duties, responsibilities, and qualifications required as it is highly likely the job structure will evolve.

TO APPLY | Please submit a current resume and cover letter along with a completed JUMP application (located on our website at JUMPBoise.org <http://jumpboise.org/careers>) to careers@jumpboise.org with the position title in the subject line or by mail to 1000 West Myrtle Street, Boise, Idaho 83702. Resumes without a completed application may not be reviewed for employment. If you have any questions, please e-mail us at careers@jumpboise.org.