



IT/SOCIAL MEDIA SUPPORT TECHNICIAN– JOB DESCRIPTION

The IT/Social Media Support Technician is responsible for providing assistance to staff and volunteers on IT/AV related hardware and software. This person provides maintenance of all IT/AV inventory, A/V/L equipment, network equipment and peripherals such as printers, scanners and related equipment. Additionally, this person assists in promotional ministries with building and maintaining church social media and electronic communications.

Classification

Full Time

FLSA Status

40 Hours/Week
Nonexempt

Department

Administration

STATEMENT OF EXPECTATIONS

Salem Evangelical Church (SEC) expects all employees to comply with the responsibilities of their assigned position to the highest degree of performance by:

1. Adhering to the Church's policies and supporting Management decisions and goals in a positive, professional manner;
2. Possessing a strong and growing personal commitment to Jesus;
3. Representing SEC with a high level of integrity and professionalism;
4. Demonstrating a willingness to adapt to changing business needs and deadlines;
5. Possessing a work ethic that includes neatness and punctuality;
6. Exhibiting a professional, businesslike appearance and demeanor;
7. Demonstrating knowledge of and adherence to SEC's equal employment opportunity (EEO) policy and practice by: treating all individuals with respect; displaying sensitivity for cultural differences; educating others on the value of diversity; promoting a work environment free of harassment of any type; contributing to the construction of a diverse workforce; and supporting affirmative action; and
8. Performing the essential functions of the IT/AV Support Technician safely, without endangering the health or safety of self or others; reporting unsafe or potentially unsafe conditions; complying with occupational safety and health standards and all rules, regulations and orders issued pursuant to the OSHA Act of 1970, which are applicable to one's own actions and conduct.

ESSENTIAL FUNCTIONS

INFORMATION AND AV TECHNOLOGY

1. Provide IT/AV and other technical support as needed for staff and church volunteers.
2. Set up for sound, video and other technical needs for classes and activities.
3. Act as technical liaison for additional events and activities such as special events, weddings, funerals and memorial services.
4. Manage the support of servers, switches, routers and firewalls etc.
5. Install, maintain and update all IT/AV inventory including computers, A/V/L equipment, network equipment and peripherals such as multifunction printers, scanners and other various equipment (maintenance to include, but not limited to things such as replacing projector lamps, diagnosing and sending equipment out for repair and upgrading software).
6. Research and make recommendations for future planning, proposed changes and purchasing of new equipment and technology. Stay up to date on IT/AV hardware and software developments.
7. Help lead production of Sunday’s live streaming service and other special services to include editing Sunday services.
8. Assist with maintaining and updating lobby monitors
9. Assist with new and existing technologies such as kiosks in lobby for persons to use online resources, registrations etc...
10. Assist with developing annual IT/AV budgets
11. Work in cooperation with Sound Director as it relates to providing Sound support to church ministry functions

SOCIAL MEDIA/PUBLICATIONS

1. Assist in building and maintaining church social media/electronic communications to include community interactions
2. Assist in keeping church active in all relevant social media platforms (Facebook, Instagram, etc.)
3. Research and implement applicable social media trends.
4. Use promotional tools to advertise aspects of the church on social media and electronic communication. This may include but not limited to preparing brochures, flyers, and other media; assisting in reviewing and approving publications.
5. Assist in video development of promotional ministries to include still and video, editing etc....
6. Collaborate with supervisor to create assets/graphics/content for social media
7. Assist in monitoring and ensuring church’s branding to include logo, colors, etc...
8. Managing Mail Chimp, and external email system.

ADDITIONAL RESPONSIBILITIES

1. Perform other duties as assigned.

INTERACTION AND ENVIRONMENT

Work areas are inside in a climate-controlled environment with light to moderate background noise.

Reports To: Communications and Technology Director

MATERIAL AND EQUIPMENT USED:

Computer	Fax Machine	Copier
Email	Telephone	Voicemail
Microsoft Office Suite	General Office Supplies	LOGOS

PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

SEC complies with the Americans with Disabilities Act (ADA) and will strive to make reasonable accommodations in order to enable individuals with disabilities to perform the essential functions of their job. The expected physical demands of the position are described below.

1. This position requires the employee to spend approximately 50% of his or her time working at a desk; the balance of time (approximately 50%) is spent moving around work areas.
2. This position requires the employee to effectively communicate with coworkers, church attendees, and outside agencies, by telephone and in person.
3. This position requires the employee to effectively use a computer screen and interpret printed materials, memos and other appropriate paperwork.
4. This position may require the employee to transport, with or without assistance, up to 25 pounds of files and office supplies.
5. This position may require the employee to access files or stock supplies in low cabinets and shelves.
6. This position requires the employee to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies.

PROFICIENCIES

1. Solid written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person, and over the phone.
2. Must possess a strong working knowledge of the following:
 - Computers, video projectors, sound equipment, video editing, audio/video recording, and related technology matters
 - Both Windows and Apple operating systems and common programs
 - All standard Microsoft Office programs including: Word, Publisher, PowerPoint, and Excel
 - Basic routers, modems, and business networking solutions
 - Multimedia programs including Media Shout, FinalCut Pro, Illustrator, Adobe Photoshop, Adobe Premier Pro, and Protools or similar recording software
3. Basic troubleshooting and repair skills related to video projectors, printers, computers, sound systems, etc.
4. Good interpersonal skills with the ability to effectively work with individuals and groups at all organization levels; ability to work independently and as part of a team.
5. Strong analytical ability with active listening skills.
6. Ability to:
 - Communicate and work with IT service companies to solve related problems
 - Take initiative and prioritize tasks; excellent time-management, organizational, problem-prevention, and problem-solving skills
 - Work accurately with close attention to detail
 - Maintain confidentiality of sensitive information
 - Ability to study and apply new information

EDUCATION AND EXPERIENCE

1. High school diploma or equivalent.