NORTH BAY VILLAGE
EST. 1945

JOB TITLE: IT Technician	**DEPARTMENT: IT**
ROLE & LEVEL: Non-Management	**REPORTS TO: Chief Information Officer**
GRADE: 6 (40 hours)	**FLSA STATUS: Non-Exempt**
Salary Range: 70k – 80k DOQ	**Entrance Salary – DOQ**
Resume & Cover Letter accepted via email / PDF format to: Jrosado@nbvillage.com	**Open until filled**

WORK OBJECTIVE:
The IT Technician is responsible for the installation, maintenance, and support of IT and AV systems, ensuring seamless integration between various technologies. This role involves handling the troubleshooting, configuration, and repair of computer systems, networking equipment, and audiovisual hardware/software.

EXAMPLES OF ESSENTIAL FUNCTIONS:
The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

IT Support and Maintenance:

- Provide support for end-user computing devices, including desktops, laptops, and mobile devices.
- Install, configure, and maintain operating systems, software, and applications.
- Troubleshoot and resolve hardware and software issues related to IT systems.
- Manage and monitor network infrastructure, ensuring that all devices are properly connected and functioning.
- Provide technical support for Microsoft 365 applications, including Outlook, Teams, SharePoint, OneDrive, and other related services.
- Troubleshoot and resolve issues related to Microsoft 365, including email, collaboration tools, and cloud storage.
- Assist with the deployment, configuration, and maintenance of Microsoft 365 environments.
- Conduct training sessions and create documentation to help users effectively utilize Microsoft 365 tools.

- Monitor system performance and ensure the security and integrity of data within Microsoft 365.
- Stay up-to-date with the latest Microsoft 365 features, updates, and best practices.

Audio Visual Setup and Support:

- Install, maintain, and troubleshoot AV equipment such as projectors, screens, microphones, speakers, and video conferencing systems.
- Support and operate AV equipment during meetings, presentations, and events.
- Configure and test AV systems to ensure proper integration with computers and networks for seamless multimedia experiences.
- Maintain and repair audiovisual devices, ensuring high-quality performance at all times.

System Integration:

- Work on the integration of IT systems with AV equipment, ensuring smooth communication between both technologies.
- Configure devices for seamless interaction (e.g., connecting laptops to projectors or setting up wireless presentations).

User Support & Training:

- Assist staff and end-users with technical issues related to both IT systems and AV equipment.
- Provide training and guidance to users on how to operate AV equipment, video conferencing tools, and related technologies.
- Manage user accounts, permissions, and security settings within Microsoft 365.

Network and Security Support:

- Monitor network traffic and ensure the smooth operation of network devices that support both IT and AV systems.
- Implement and maintain security protocols for both IT and AV equipment to protect sensitive data during presentations or meetings.

Collaboration and Coordination:

- Collaborate with other departments to ensure that both IT and AV systems are aligned with organizational needs.

- Collaborate with other IT team members to support overall IT infrastructure and resolve technical issues.
- Coordinate with external vendors and suppliers for equipment procurement, repairs, or upgrades.
- Troubleshoots and resolves issues in an accurate and timely manner
- Performs other duties as required or as assigned

Supervision:

- None

MINIMUM QUALIFICATIONS:

- Associates in Arts required.
- Minimum of 3-5 years of experience in IT / AV tech role.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in Information Technology, or a related field preferred.
- Experience with video conferencing technologies and platforms.
- Strong knowledge of Microsoft 365 applications and services.
- Relevant certifications (e.g., Microsoft Certified: Modern Desktop Administrator Associate) are a plus

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions to perform this job successfully.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong knowledge of police department processes and procedures.
- Attention to detail and accuracy.
- Ability to handle confidential information.
- Strong organizational and time-management skills.
- Good communication skills, both written and verbal.
- Proficient in Microsoft Office (especially Excel).
- Ability to communicate effectively verbally and in writing.
- Ability to deal effectively with employees / public.
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Ability to regularly attend work and arrive punctually for designated work schedule.
- Ability to pass the required background check and drug screening

PHYSICAL REQUIREMENTS:
Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:
Tasks are regularly performed inside and/or outside with potential for exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:
Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

****The Village is an Equal Opportunity Employer****