

# Position Description

## Level 1 IT Specialist

### Media, Technology & Events Group

#### **Summary**

The Media, Technology & Events Level 1 IT Specialist serves as the primary contact for the MBC Help Desk; maintains and replaces the convention staff's desktops, laptops, tablets, and mobile phones on a schedule for optimum performance; supports leased and purchased printers at MBC properties; and helps meet the media and technology demands at all MBC events. The specialist reports to the Media, Technology & Events Group Leader.

#### **Key Responsibilities include:**

- Serve as the primary contact for the MBC Help Desk ([help@mobaptist.org](mailto:help@mobaptist.org)).
- Maintain the inventory of all MBC IT equipment, including desktop printers and cartridges.
- Maintain and replace the convention staff's desktops, laptops, tablets, and mobile phones on a schedule for optimum performance.
- Sell used hardware to recover some costs of replacing desktops, laptops, etc.
- Ensure that software updates and patches are installed in a timely manner.
- Collect data on the volume printer (3<sup>rd</sup> floor) monthly and charge back usage to the appropriate work groups.
- Support the printer and related software in the mail room.
- Ensure that server patches and updates are completed on schedule.
- Assist MT&E group leader in working with Baptist Building tenants to supply needs such as phones, Wi-Fi, etc.
- Assist with a/v support at MBC events such as Annual Meeting and the Great Commission Conference.
- Serve as the IT assistant to the Registration Desk at the Annual Meeting.
- Be part of the MT&E rotation that covers weekend and evening events in the Baptist Building.
- Support staff needs in Baptist Building: work sound board, mount TVs, run cables, maintain monitors on all floors, etc.
- When needed, assist in data entry for SBC Workspace/Noah.

#### **Requirements**

- Demonstrate good interpersonal skills
- Be able to manage multiple projects at the same time
- Be proficient in IT
- Be a fast learner and able to pick up on new products and technologies quickly
- Understand Microsoft Office and be able to support users
- Be proficient on both Mac and Windows platforms
- Have a good understanding of complex network protocols, equipment, software and cabling infrastructure and their implementation
- Have a basic understanding of audio/visual equipment