

IT Technician



Reports To

Chief Operating Officer

Job Description

The IT Technician is responsible for maintaining and supporting the technology systems that enable WAMC's administrative and creative operations. This role oversees IT systems and assets, performs upgrades and repairs, and provides training and technical support to staff across the organization. The position requires strong knowledge of computer hardware and software, network maintenance, and current industry trends, ensuring WAMC's technology infrastructure remains reliable and efficient.

Objectives

- Maintain the IP network and IT infrastructure that powers the station. This is crucial for distributing audio, managing data, and supporting internet streaming
- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
- Handle business-critical IT tasks and system improvements
- Enable faster and smarter business processes and employee productivity
- Research and evaluate emerging technologies, hardware, and software
- Serve as the subject-matter expert on Windows and widely used software, including Microsoft 365, Adobe, and Google Workspace.

Responsibilities

- Install, configure, and support workstation software, hardware, printers, and phones
- Analyze staff technology needs, identify vulnerabilities, and recommend improvements to efficiency and accuracy
- Maintain and troubleshoot systems, networks, and documentation, including implementation, testing, and administration, ensuring all components work together seamlessly
- Implement application and software upgrades, and troubleshoot related performance issues
- Maintain and support the organization's databases, ensuring data integrity, backups, and user access are properly managed
- Train employees on software and hardware use, and provide ongoing technical support
- Maintain accurate records of IT assets, licenses, and system configurations

Qualifications

- Associate degree or a certificate in information technology, computer science, or a related field, or equivalent experience
- 3+ years of experience in IT support, network administration, or a related role
- Solid understanding of Windows environments, networking fundamentals (TCP/IP, DNS, DHCP, VPN), and cloud productivity suites
- Experience with server administration, backups, and basic cybersecurity practices
- Experience liaising with vendors on issue resolution to support business databases
- Strong troubleshooting skills and ability to work independently
- Excellent communication skills, with the ability to explain technical issues to non-technical staff
- Valid driver's license
- Occasional evening/weekend availability for emergencies or system maintenance
- Ability to lift up to 40 pounds