



JOB TITLE: AV Technician

EMPLOYER: North Shore Senior Center

FLSA STATUS: Non-Exempt

LOCATION: Northfield, IL

PT/FT: FT (35 hours/week)

NSSC is a small non-profit social services agency with just over 100 employees. For the second year in a row, Chicago Tribune has recognized NSSC as a Top Workplace in the Chicagoland area. We are looking for someone who will bring their experience and passion to support the mission of serving older adults.

SUMMARY: The AV Technician is responsible for the set up and operation of basic, small-scale audiovisual systems in community center environment while ensuring complete customer satisfaction.

We work hard to foster a very supportive work environment that promotes a healthy work-life balance. We invest in the training and support of new employees as they start in this new role.

DUTIES AND RESPONSIBILITIES:

- Sets up the audiovisual equipment and programs for all presentations and meetings.
- Ensures a flawlessly executed event through accurate and timely setup, operation, and breakdown of basic audiovisual equipment.
- Troubleshoots technical issues and resolve problems quickly as they arise. Interacts with the NSSC IT vendor or the Facility Maintenance Team as necessary to troubleshoot and resolve issues that may result from the failure of computer-related or electrical systems.
- Maintains presentation equipment inventory, ensures laptops and other program equipment are regularly updated, and ensures adaptors, cords, mics, and other accessories are in stock and operational.
- Ensures equipment is secure from theft and/or damage at all times (including when not in use).
- Maintains a positive relationship with all clients through effective communication.
- Monitors events and checks in on customers throughout the day.
- Understands the technical aspects of the job and demonstrates basic operational ability to troubleshoot and problem solve with equipment and software issues.
- Handles equipment challenges and changes in a timely and professional manner.
- Works with staff by assisting with various computer issues and programs and by providing training to help improve computer efficiency.
- Complies with all organization security and safety measures.

QUALIFICATIONS:

- High School Diploma or general education degree (GED) required. Associate's degree is preferred.
- 1+ years of customer service or hospitality experience is preferred.
- 1+ years of audio-visual experience or equivalent in educational environment is preferred.
- Proficient with both PC and Apple computers and products.

- Must be very familiar with projection equipment, hybrid equipment and Zoom.

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.