# Job Description

**Position: AV/IT Support**

# Hours: Fulltime residential

# Terms: Practising Sangha volunteer with monthly allowance

## Line Manager: AV/IT Manager

This position is a great opportunity for anyone with IT and audio-visual skills to help Dzogchen Beara’s staff and volunteers with their daily activities and to support the public meditation retreat programme.

The role has a strong problem-solving dimension; the successful applicant should be a logical person with experience of diagnosing and solving hardware/software faults. Good analytical and communication skills are required in order to provide the appropriate answers to staff queries.

Audio-visual skills are necessary in order to offer the best experience possible to people coming on retreat and it is a wonderful opportunity to work with the teachings whether live or on digital formats.

**Responsibilities:**

1. Set up laptops, TVs, webcams, and microphones for various retreats
2. Basic knowledge of mixing desks, microphones, amps.
3. Operate mixing desk during retreats
4. Play movie files, slide shows, and pdfs using extended desktop onto TV screens
5. Troubleshoot internet, network, file server, printers
6. Troubleshoot PCs (windows 7 and 10) and Macs (Mac OSX)
7. Perform hardware upgrades of old computers
8. Troubleshoot smartphones and tablets
9. Burning of MP3 or audio CDs
10. Simple Audio and Video conversion
11. Support the office staff with online database
12. Regular File server backups
13. Website updates (with content management system)

**A typical working day is 6 hours and a working week is 5 days.**

**An additional hour a day is spent in supporting daily practice and ritual.**

**You are asked to make an initial commitment of 6 months to a year, with a 6-week trial period.**

**Requirements**

* Problem solving and troubleshooting of computer hardware and software faults
* Basic understanding of Local Network technology (hubs, firewall, wifi access points) and file servers
* Knowledge of Digital audio and video formats and conversion tools
* Knowledge of Office suite (Microsoft and OpenOffice)
* Audio Visual (mixing desks, microphones, TV monitors, cabling)
* Basic knowledge of databases