

JOB DESCRIPTION

Position: IT Manager
Hours: Fulltime
Terms: Salaried
Line Manager: Centre Director

This is a central role supporting staff and volunteers with their daily activities, supporting the meditation retreat programme (online and live at Dzogchen Beara) as well as ensuring smooth online engagement with the public. The IT Manager oversees a small team including a full-time and a part-time AV/IT worker and volunteers.

While this position is for an IT expert, you will need some audio-visual skills to manage the AV work of your team. There has always been a big AV component to our public programme, and this has expanded into online offerings in the last year, which will continue post-pandemic. These skills can also be developed on-the-job.

As well as the creative part of developing our online presence and technical infrastructure in cooperation with other departments the role also has a problem-solving dimension. You should have experience of diagnosing and solving hardware/software issues and good communication skills to answer staff queries effectively. You need to be a good teamworker with excellent interpersonal skills; you will be working with the management team in planning coordinated activities, as well as managing your own team's plans, goals, priorities and workflows.

A thorough handover will be carried out with the current manager, including all aspects of the technical systems and the infrastructure at Dzogchen Beara.

Responsibilities:

1. Further developing the technical IT infrastructure.
2. Ensure availability and proper allocation of technical and human resources during events.
3. Coordination and supervision of external contractors.
4. Set-up and operation of the technical infrastructure during retreats.
5. Play movie files and images using extended desktop onto TV screens – or online as a Zoom host.
6. Maintain internet, network, file server, printers.
7. Help staff with their PCs (Windows 7 and 10) and Macs (Mac OSX).
8. Perform hardware upgrades of old computers.
9. Support the office staff with our cloud-based database (Salesforce CRM).
10. Regular file server backups.
11. Website updates and improvements, working closely with the Administration and Marketing Managers (with WordPress CMS).
12. Advising and planning the IT systems to serve the new temple.

Requirements

- Problem-solving analytical skill for troubleshooting of computer hardware and software.
- Basic understanding of Local Network technology (hubs, firewall, WiFi access points) and file-servers.
- Familiarity with Microsoft Office.
- Being interested in new technologies.

Desireable

- Rigpa student
- Audio Visual (mixing desks, microphones, TV monitors, cameras and cabling)
- Some knowledge of Digital audio and video formats and conversion tools