



## FIRST MOUNT ZION BAPTIST CHURCH

<b>JOB DESCRIPTION TITLE:</b>	Multimedia AV Manager (MMAVM)	<b>JOB CLASSIFICATION:</b>	Exempt, Salary, Full-Time
<b>DEPARTMENT OR MINISTRY:</b>	AV and IT	<b>REPORTS TO:</b>	Church Business Administrator
<b>PREPARED BY AND DATE:</b>	Interview Team/ July 2017	<b>APPROVED BY AND DATE:</b>	July 2017

### Job Purpose or Summary

The Information Technology Department's Multimedia AV Manager (MMAVM) position is primarily responsible for meeting the audio visual (AV) and related Information Technology (IT) demands of a dynamic and growing church. The individual in this position is responsible for ensuring AV systems and related Information Technology equipment are effectively maintained, operational, and consistently available to deliver continuous quality service and programming to support the ministry, activities and staff of FMZBC. The MMAVM supervises the Audio Visual Support, the AV/IT Administrative Assistant, and a number of volunteers.

### Essential Duties and Responsibilities

- Hire, train and oversee employees and volunteers having AV and IT functions.
- Set-up and use various types of AV and related IT equipment.
- Install, trouble shoot and break down AV equipment including cameras, portable speakers, sound consoles, microphones, projectors, computers, TV's and monitors.
- Schedule preventative maintenance; purchase new equipment and monitor existing inventory
- Timely processing of work orders, repairs and invoices.
- Keep up to date on new technology and equipment,
- Establish vendors for repairs and renting of additional equipment as necessary for conferences and services
- Manages AV and related Information Technology preparation and execution to ensure the technical needs of Sunday worship services; special events, day-to-day FMZBC operations, and weekly evening and weekend meetings and function are met.
- Provides ongoing support to FMZBC staff to ensure daily IT and AV operational needs are met.
- Leads and guides AV and IT staff (e.g., part-time and volunteers) and IT contractors and volunteers by employing effective leadership strategies that include but not limited to: mentoring and coaching, training, establishing clear performance expectations, appraising performance, recognizing good performance and addressing poor performance.
- Assesses staffing needs, engages in recruitment activities, selects qualified volunteers and/or permanent hires, provides orientation and training, and assigns staff and volunteers to FMZBC ministry services to ensure AV and IT needs are met.

- Collaborates with the Church Business Administrator (CBA) and partners with AV and IT contractors who maintain FMZBC's network systems and provide help desk support.
- Develops and implements operational guidelines and standard operating procedures to reduce errors and increase FMZBC's staff and volunteers user knowledge, which promotes effective execution of their AV and T tasks.
- Designs, develops and implements standards of practice intended to build-up user confidence and facilitate use of AV and IT to enhance ministry effectiveness (e.g., delivery of the spoken Word, classroom instruction, programming, presentations, and delivery of song, instrumentation, dance and dramatization).
- Serves as staff liaison for evaluating, setting up training schedules and implementation of new/updates software applications to include, but not limited to, setting-up user accounts. Works with the CBA to assign appropriate access levels to users, runs diagnostic tests, accessing and analyzing application reports.
- Provides ongoing evaluation and outcomes of AV infrastructure and of IT infrastructure along with IT Contractor to ensure adequate functionality and alignment with the mission and growing needs of the various church ministries.
- Conducts appropriate troubleshooting protocols and diagnosis, and takes appropriate action to mitigate or resolve system problems; collaborates with internal and external technical advisors to identify and resolve system issues; and make recommendations for resolving highly complex technical problems that require intervention from other external sources.
- Oversees the budget process, which includes budget planning, development, implementation, and monitoring throughout the year; develops written justification; initiates mid-year adjustments and completes end-of-year budget reports; prepares presentations detailing budget request and status.
- Assesses IT and AV equipment and software needs and conducts research to maintain awareness of current IT and AV trends; as needed.
- Works with CBA to prepare procurement plans with appropriate acquisition and delivery timelines; implements timely procurement plans.
- Participates in staff and production meetings, as well as a variety of other meetings as needed.
- Participates in FMZBC sponsored training and/or employee development activities as approved by the CBA

## **Job Qualifications**

### **Knowledge, Skills and Abilities**

1. Technical knowledge of audio visual and related Information technology equipment.
2. Ability to employ customer service and interpersonal skills to support staff, volunteers and ministries.
3. Ability to technically support audio visual systems and related IT equipment common to an office and church environment, including but not limited to worship services, conferences, classroom, concerts, special events and ministry activities.
4. Ability to lead part-time staff and volunteers and manage a small IT department.
5. Ability to determine scheduling needs and engage in internal and external recruitment efforts to fulfill department and/or project needs.
6. Ability to train staff and volunteers to use IT and AV equipment for the purpose of technically supporting staff, volunteers and guests performing work day and ministry responsibilities.
7. Ability to develop, implement and monitor a budget, to include completing appropriate budget-related written reports and/or orally report on budget status.
8. Ability to develop AV policies, guidelines, and standard operating procedures.
9. Ability to diagnose, troubleshoot and resolve AV and basic IT problems, including working with other technical professionals to assess complex issues and resolve.

10. Ability to conduct, research and stay abreast of AV best practices, current, and future trends in order to develop short and long-term improvements and recommendations to ensure equipment and software stability, integrity and ongoing performance.
11. Ability to apply project management techniques to ensure complex and long-term projects are managed effectively and critical timelines met.
12. Ability to utilize Microsoft Office products such as Word, Excel, PowerPoint, etc.
13. Ability to effectively communicate with FMZBC members, staff and volunteers for the purpose of identifying IT/AV needs, identifying issues or challenges, and providing overall exceptional customer service.

## **Desired Qualifications**

Audio visual and information technology related certifications reflective of continuing education.

Proficient in Microsoft Office products.

Additional experience in any of the following areas is a bonus: Computer Help Desk; Telephone Systems; Data Governance; Mobile Device and Remote User Support. Working with DiGi Co digital mixing console is a plus.

## **Education and Experience**

Associates Degree in the Computer Science field with two or more years of experience in the information technology and audio visual fields. Prior experience working in a church environment helpful. OR

Bachelor's degree in the Computer Science field with less than two years of experience working in the audio visual and information technology fields. Prior experience working in a church environment helpful. OR

High School diploma with ten or more years of experience working in the audio visual and information technology fields. Prior experience working in a church environment helpful.

## **Additional Requirements.**

Will need to support weekday evening meetings, events and Wednesday night Bible study; weekend church activities, including both the 8am and 11am Sunday worship services and 9:45am Children's Church.

Must possess a deep and abiding faith in Jesus Christ.

## **Supervisory Responsibilities**

This position supervises permanent staff (may be part-time or full-time or a combination) volunteers and contractors.

## **Work Environment**

FMZBC is a vibrant and thriving ministry. The Church reflects a professional work environment where Christian values are upheld. FMZBC is a weapons-free and smoke-free campus.

## Essential Functions and Physical Demands

The essential functions and physical demands described below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the job.

Bending	Twisting	Ability to speak
Stooping	Pulling	Power grasping
Kneeling	Pulling hand over hand	Simultaneous grasping
Crawling	Pushing	Squeezing
Standing (not continuous)	Sitting	Lifting as much as 51 lbs. or more
Squatting	Walking	Carrying as much as 51 lbs. or more
Climbing stairs	Work on elevated surface	Operating mechanical equipment
Climbing ladders	Simple grasping	Depth perception needed
Ability to hear	Ability to see	

## Signatures

I acknowledge that I have read this job description and understand the essential duties and essential functions of the position.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

This job description has been approved by all appropriate levels of management.

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_

Printed Name \_\_\_\_\_