



Position: IT Data Technician

Reports to: IT Manager

Department: Technology

Overview

The full-time IT Data Technician supports the Von Braun Center's technology operations by assisting staff, clients, and event teams with hardware, software, network, and audiovisual needs before, during, and after events. This role also supports cable installation (both permanent and temporary), AV setup, and venue technology projects.

The ideal candidate represents the Von Braun Center in a positive, professional manner and thrives in a fast-paced, event-driven environment.

Key Responsibilities

- Provide on-site technical support during events, assisting clients and staff with IT and AV-related needs, including presentations, live streaming, and other event technology requirements.
- Install and run Ethernet and fiber optic cabling throughout the facility.
- Assist with setup, configuration, and troubleshooting of Dante networked audio systems, specialty lighting, and video systems.
- Maintain inventory of IT equipment and supplies; recommend upgrades and replacements as needed.
- Support building communication systems, including VoIP.
- Assist Public Safety with configuration and maintenance of access control and camera systems.
- Support venue technology projects, upgrades, and installations, including mounting, testing, and configuring hardware.
- Provide additional technical support as directed by the IT Manager or Technical Systems Manager.

Skills & Technical Knowledge

- Working knowledge of audiovisual systems, networking fundamentals, and IT best practices.

- Experience administering Windows environments, including user account management and software deployment.
- Ability to use (or willingness to learn) command-line interfaces (CLI) for troubleshooting, network diagnostics, and system administration tasks.
- Familiarity with Microsoft 365 environments.
- Experience troubleshooting hardware, connectivity, and system performance issues.
- Strong problem-solving skills and the ability to remain calm under pressure during live events.

Qualifications

- Associate's or Bachelor's degree in Information Technology or related field preferred, or equivalent work experience.
 - Relevant certifications (CompTIA A+, Microsoft, Dante, Q-SYS, etc.) are a plus.
- Minimum of 2 years of IT support experience preferred, ideally in an event, venue, or hospitality environment.
- Ability to lift up to 50 lbs., climb stairs, and operate small machinery.
- Willingness and ability to work at heights using ladders, lifts, or catwalks.
- Ability to work flexible hours, including evenings and weekends, based on event schedules.

Benefits

Benefits package includes medical, dental, and vision coverage, cafeteria plan options, RSA retirement, and a 457(k) plan.