



Technology Manager

Full-time, 40 hours per week; schedule to be determined.

Compensation \$75,000- \$85,000

Background Regarding the Organization

CreaTV San José is a nonprofit Community Media Center in downtown San José. Our mission is to inspire, educate and connect San José communities, using media to foster civic engagement. Serving the San José and Silicon Valley community since 2008, CreaTV is a nationally recognized Community Media Center focused on access to media and technology, the art of storytelling, and digital equity issues.

CreaTV manages four public and educational Comcast cable channels, airing more than 3,200 locally produced videos in eight different languages each year. CreaTV offers monthly workshops in video production to the public and provides a vast array of video production services to nonprofits, cities, schools and individuals wanting to produce content for the channels. Our vision is to give everyone in San Jose the opportunity to have a voice by providing access to tools, training and distribution platforms. We believe this can transform and deepen our community conversation.

We are at a pivotal juncture in our organization's history as we lead the effort to create a collaborative space activated by the community and designed to reflect the diversity of San José. Our goal is to redefine how creative spaces are developed and used to transform a community. This new venture - Open San José - features 18,000 square feet of office space, gallery and public spaces, a large studio, and multi-purpose rooms that are fully equipped with technology and designed to be used for live and hybrid meetings, rehearsal space, podcast and media recording, trainings, and more.

The Position

Under the supervision of the Chief Technology Officer, assist in overseeing CreaTV San José facilities and equipment care and maintenance. This position is full-time; hours may vary depending on the needs of CreaTV San José.

Typical Duties *(may include, but are not limited to, the following):*

- o Maintain/Manage Website (CMS, SSL, hosting maintenance)



- o Maintain/manage offsite equipment including CreaTV San José's checkout inventory, production vehicles, school and community center sites.
- o Project management as assigned
- o Engineering for government meetings
- o Setup, operation, and storage of production van, fly pack, and studio
- o Perform routine maintenance of video, computer, and networking systems
- o Enter and control inventory
- o Install computer hardware and software, primarily Apple systems
- o Provide basic computer support to end users
- o Trouble-shoot equipment malfunctions and advise users of equipment status
- o Work with vendors to ensure repairs are completed accurately and in a timely manner
- o Provide technical training to potential users, as assigned
- o Adjust work schedule to accommodate assigned night and weekend shifts
- o May need to use a personal vehicle for business-related travel
- o Work effectively with users and staff in the resolution of equipment malfunction problems
- o Other duties as assigned

Skills and Abilities:

- o Strong customer service skills
- o Strong verbal and written communication skills with knowledge of proper English grammar and spelling

Nice to have:

- o Read and create broadcast system documentation (wire lists, schematics)
- o Able to view CreaTV San Jose channels from personal residence
- o Understand Community Media
- o Multilingual

Physical Requirements:

- o Vision and hearing must be sufficient to critically judge the quality of sound and video from A/V monitoring equipment (headphones, speakers, TV monitor screens, waveform monitors, vector scopes, VU meters, etc.).
- o Manual dexterity and coordination required to operate small push buttons and switches associated with electronic devices and switching equipment, as well as power tools is required



- o Maneuver in small spaces and up and down ladders required
- o Ability to lift up to 50 lbs. unassisted required

Education and Experience:

Any combination of education and experience that provides the skill, knowledge, and abilities required.

- o On-site technical experience Five (5) years +
- o Some College and/or technical training

Additional Requirements:

- o Possess and maintain a valid California driver's license, have a safe driving record, and maintain California minimum required automobile insurance required
- o Provide proof of COVID-19 vaccination

Compensation:

This is a full-time, salaried, exempt position with a generous benefits package including health, dental, vision, retirement, and competitive paid time off and holiday policies.

People of color, women, formerly incarcerated people, LGBTQ+ individuals, and community visionaries are strongly encouraged to apply.

Please email a PDF cover letter and resume explaining your interest and qualifications for the position to jobs@creatvsj.org with the subject Technology Manager. Please, no phone calls or hard copies of materials through the postal service.