

ROLE DESCRIPTION - Technical Support Team



Status	volunteer
Expectations of volunteer hours / term	average of 5 hours per week / 1-2 years
Location	station premises &/or capacity to perform the work at home/office using your own PC, apps and internet facilities
Training provided	JOY induction
Team	Operations
Team manager	Operations Manager

JOY 94.9 – Australia's only LGBTI radio station is a high profile community station located in Melbourne and streaming live around the world. JOY is managed by a small team of paid operations staff and powered by over 300 volunteers. We are currently looking for several enthusiastic individuals to join our dedicated team of Technical volunteers. The positions are best suited to technically skilled people who are well organised with good attention to detail, and who are keen to work for a unique organisation within the Australian media landscape.

Team overview

Working as a volunteer member of the Operations Technical team you will be responsible for monitoring and maintaining the computer systems, networks and broadcast systems of JOY 94.9. You will manage the installation and configuration of computer systems, diagnose hardware/software faults and deliver customer service technical support, either via the helpdesk ticket system, over the phone or face-to-face. You may also provide a range of support services for the station's technical and broadcast functions, such as maintenance of key equipment, coordinating the setup for outside broadcasts or managing the quality of sound and broadcast transmission. This important work helps to keep us on air 24/7 and enables us to fulfil our purpose of educating, informing and entertaining the diverse LGBTI community and our friends.

All position holders at JOY are required to:

- undertake their roles to minimum performance standards;
- perform their duties in accordance with current organisational policy and procedures and all relevant ACMA and CBAA requirements'
- ensure adherence to the JOY Melbourne Inc. rules of association;
- comply with health and safety guidelines to ensure a healthy, safe and environmentally responsible workplace, and;
- to cooperate and comply with equal opportunity legislation.

All volunteers are required to be a financial member of JOY and maintain membership during the term of their volunteer status. Membership of JOY 94.9 is governed by the JOY constitution, a copy of which is available from the [JOY website](#)

Application process

- Apply by email, specifying what role you are applying for to Operations.Manager@joy.org.au
- Include a cover letter outlining your suitability and interest in the position and attach your resume
- We will contact suitable applicants, successful applicants will need to complete the volunteer application process and documentation.

The roles available as below:

Tech Coordinator

The tech coordinator role is shared and may be performed by more than one volunteer:

Key Responsibilities

- overseeing the maintenance and preventative maintenance of computer systems / network systems / Tech equipment / system accesses / JOY Servers / broadcast systems / and building security system
- administering the technical integrity for computer systems; including virus protection, network management, and systems security
- overseeing and actioning of Helpdesk tickets
- overseeing maintenance of broadcasting systems and equipment
- overseeing maintenance and the on-going development of JOY Databases
- overseeing maintenance and moderator support for a set of JOY mailing lists
- overseeing development and maintenance of JOY Intranet to meet current and growing operational needs of the station
- Software license management
- overseeing and undertake trouble-shooting activities for computer systems / networks and equipment
- maintaining inventory/records for Tech hardware/software, incl. individual computer specifications
- maintaining contract process & effective relationship with Tech suppliers; incl. but not limited to SMS service, Internet provider and Web streaming
- coordinate and document LAN planning, installation and maintenance; help develop LAN Access policies / procedures
- investigating Tech solutions to resolve critical hardware/software issues
- providing guidance on hardware/software purchases; evaluate new technology; obtain quotes; order software and hardware (once approved); coordinate vendors
- overseeing contractor resources used to conduct specialist work
- mentoring the Tech team; including performance management, training, and problem resolution
- provide statistical and other reports to team manager/s as required; escalate complaints / issues as required,
- attend to correspondence; sundry office & administration tasks; filing; and ad-hoc tasks allocated as necessary, assisting with arrangements for station promotions, special and ad-hoc events.



Desired Criteria

- technical knowledge in the fields of computer and network systems, hardware and software, email moderator, or database development
- solid understanding of operating systems, paging and swapping, inter-process communication, devices and device drivers
- experience with file/mail server hardware & its commands/utilities at a user level; can edit files, navigate through file system
- experience with network security; installing and maintaining the network cabling; installing boards and memory; device set-up and installation
- experience installing/configuring peripherals (eg. disks, modems, printers, or data acquisition devices) with board / component-level diagnosis and selecting appropriate repair option
- experience with back-end email groups administration and management
- ability to solve problems quickly and completely
- very good organisational, coordination skills and sound time management skills
- strong inter-personal and communication skills,
- capable of explaining procedures verbally or in writing
- a strong team player.

Tech Support

This tech support role is shared and may be performed by more than one volunteer:

Key Responsibilities

- trouble-shoot system and network problems and diagnose and find solutions to problems
- solve hardware/software faults, and complete fault logging as required
- trouble-shoot generic Tech problems; including lost connections for servers; internet / intranet access; email access, and printer connectivity
- answer customer service queries from users via Helpdesk, telephone and in-person
- undertake preventative maintenance on servers, desktop hardware and laptops
- perform the allocation of access to Tech systems/Servers/Printers, User IDs, and building security system, including records maintenance
- install, configure and maintain computer systems, LAN networks, Tech equipment and software and perform parts replacement, including electrical safety checks
- monitor system alerts and reports on servers and report problems to Tech Coordinator
- set up desktop hardware for new users
- update and manage anti-virus definitions on all computers
- support ongoing development and maintenance of JOY intranet to meet the current and growing operational needs of the station
- support the ongoing development and maintenance of the JOY Databases.



Desired Criteria

- (preferred) technical knowledge in the fields of computer and network systems, hardware and software, email moderator, or database development
- familiar with file/mail server hardware and its commands/utilities at a user level; can edit files, navigate through file system
- experience with network security; installing and maintaining network cabling; installing boards and memory; device set-up and installation
- experience installing/configuring peripherals (eg. disks, modems, printers, or data acquisition devices); with board / component-level diagnosis and selecting appropriate repair option
- experience with back-end email groups administration and management
- experience (ideally at least intermediate level) with Salesforce development
- able to solve problems quickly and completely
- solid organisational, coordination skills and sound time management skills
- strong inter-personal and communication skills; capable of explaining procedures verbally or in writing; a team player; sound PC-Based skills.