



FROM THE TOP

IT Associate/Media Support Specialist

From the Top, Inc. is a non-profit organization that celebrates the passion, dedication and personal stories of the nation's outstanding young classical musicians. For the past decade, From the Top has been the preeminent showcase for America's best young musicians. Through award-winning NPR and PBS programs, online media, a national tour of live events, and education programs, From the Top shares the stories and performances of pre-collegiate classical musicians with millions each week. From the Top's training and mentorship programs prepare young musicians to connect with audiences, serve as positive role models, and give back to their communities in many ways.

From the Top seeks an **IT Associate/Media Support Specialist** with strong project management skills. This is a combined position reporting to both the IT Manager and Director of Marketing & Communications as a part of the *From the Top* team to provide basic technology and media support.

Responsibilities:

Technology Support (IT)

- Provide basic first level technology support to staff.
- Perform department or organization related duties as directed by the IT Manager.
- Assist IT Manager with various IT projects including administrative tasks.
- Provide and schedule basic training to staff on systems, software, and services.
- Analyze, and follow-up via email or in person with routine user technical issues.
- Track problem resolution for all requests.
- Install/setup and maintain staff computers, software, printers and other peripheral equipment.
- Develop informational materials (memos, manuals, newsletters etc.) to assist users with the use of computer applications, e-mail, wide-area network and the Internet.

Media Support

- Preparation of From the Top's weekly radio broadcast for distribution including the editing of program sponsor spots and posting show segments & podcasts on internet distribution channels.
- The editing and electronic distribution of From the Top's audio promotions.
- Creation of CDs and DVDs for meetings, events and grant applications
- Capture and edit video of From the Top performances and events for distribution online and for fundraising purposes as needed
- Maintenance of From the Top's digital media platforms including the digital storage of From the Top programming

Qualifications:

- Bachelor's degree in related field preferred. Relevant training and experience may substitute for education.
- Preferred 1+ years' experience in video/audio production
- Excellent interpersonal, communication, and organizational skills
- Experience using both Mac and PC computers
- Knowledge of MS Windows and MS Office preferred
- Experience editing audio in ProTools and basic knowledge of video editing in FinalCutPro
- Some experience in filming video a plus
- The ability to work in an open and often bustling environment
- The ability to prioritize, multi-task, problem-solve, and work with minimal supervision
- Strong attention to detail and process oriented.
- Ability to lift and carry equipment and cases up to 40 lbs.

Salary and Benefits: This is a full time, salaried position with benefits.

Send resume and cover letter to jobs@fromthetop.org. You can find us online at www.fromthetop.org

From the Top, Inc. is an equal employment opportunity employer.