

Job Description for Tech Support Staff Person

1-22-2026 approved by BOT

Reports to: Administrator

Effective: Position is open immediately

Directly Supervises: none

Status: 4-5 hours/week, on average

Time off: Up to 12 Sundays off per year, as negotiated with the Administrator

Compensation: \$135 for Sunday mornings (3-hour call, plus up to 1 hour of advance preparation for the Sunday service); \$150 minimum (3-hour call) for occasional or ad hoc special events; \$28/hr for additional work as needed.

Benefits: retirement benefits if qualified under UUA retirement plan, statutory sick leave

FLSA: Non-Exempt

Job Summary

Lead tech support for in-person and Zoom church services, including Sunday morning video, slides and sound operation from 8:30 am to about 11:30 am, with work-from-anywhere communication with service leaders during the week. Oversee and train volunteer tech support. As requested, and as time permits, provide tech support for other church programs as approved by the Administrator and recommend upgrades to technology systems.

Overview of the Congregation

Albany UU strives to be a welcoming, inclusive, and theologically diverse congregation. With over 300 active members, we are a vibrant community united through life-affirming values centered on love and a quest for social justice. As an anti-oppression liberal religious community, we seek to foster caring and compassion both among ourselves and as a way of attending to the challenges of our complex, changing world. The staff and congregation at Albany UU take seriously their responsibility to learn and contribute to actions that dismantle racism and other oppressions in themselves and the congregation.

Essential Functions

- **Manage the zoom connection, slide and video presentation materials, and soundboard on-site on Sunday mornings**, including operating equipment during service, accommodating recording and streaming, sharing slides in Zoom and projecting in church
- **Prepare for services** by reviewing the order of service and tech cues with service leaders
- **Facilitate pre-service tech and sound check**, enabling worship leaders and musicians to be heard and seen during the service

- **Keep technical documentation up-to-date and train volunteers** as needed to ensure technical support for all services
- **Troubleshoot system** and fix problems as needed
- **Coordinate schedule of volunteer tech support with the Administrator**
- **Work with outside consultants** to understand technology systems and implement improvements, as directed and as time permits.

Other Responsibilities

- Meet regularly with the Administrator, and with the minister and other staff and volunteers as needed

Minimum Qualifications

- Proficiency with software and online tools including Zoom and Google Workspace
- Experience with video and sound systems
- Ability to work independently and make judgments in performance situations
- Must be 18 years old or older and have reliable transportation

Physical Requirements and Working Conditions

- Able to move freely in and out of the work areas applicable to the Tech Support Staff Person, including but not limited to the balcony, sound room, and chancel in Albany UU Community Hall as well as the chancel in the AUU Sanctuary.
- Able to support regular Sunday worship services

Core Competencies

● Mission Ownership

Demonstrates understanding of the mission and values of the congregation; consistently acts in a manner congruent with the mission and values of the First Unitarian Universalist Society of Albany.

● Team Orientation

Collaborates effectively; promotes group goals ahead of personal agendas; assists others as appropriate; shares credit for success with others; follows through on commitments; demonstrates personal accountability in all situations.

● Attention to Detail

Well organized; keeps the larger picture in mind while consistently attending to the many small pieces which must be assembled into an organized whole; resolves unanswered questions needed to address a problem; tending to the smallest of details.

● Interpersonal Skills

Establishes good working relationships with others; works well with supervisor, staff,

and congregants; builds appropriate rapport; considers the impact of their actions on others; uses diplomacy and tact; is approachable; avoids communication triangles; deals with problems and conflict directly.

- **Personal Resilience**

Able to effectively cope with change, uncertainty and frustration; maintains enthusiasm and flexibility; able to decide and act without always having the total picture; able to maintain poise in challenging situations.

- **Technical Skills**

Brings skill and creativity to the use of technology in a congregational setting.