Web & IT Specialist
Job Description

Position: Web & IT Support Specialist
Type: Exempt

Position Purpose: Web & IT support specialist is responsible for meeting the web and IT needs of the organization. The IT specialist will administrate Global OnDemand.

I.   Needed Qualifications
   a.   Minimum of 2 years proven experience in technical support or closely related field.
   b.   Fluency with Wordpress/Joomla.
   c.   Working knowledge of HTML and CSS.
   d.   Familiar with social media platforms.
   e.   Proficient in writing - must be detailed in spelling, grammar, and optimized structure.
   f.   Well-organized and team-oriented.
   g.   Excellent communication skills.
   h.   Ability to multi-task and manage many projects simultaneously.
   i.   High quality standards.
   j.   Listen to directions and executes well.
   k.   Lives a life consistent with the values, mission, and vision of Global Awakening.

II.   General Responsibilities
   a.   Work to meet the web needs of the organization.
   b.   Managing the web sites and applications.
   c.   Responsible for the handling of support cases with both internal departments and external website users.
   d.   Perform web maintenance as needed: CMS content updates, video webcasting, support, and other duties as assigned.

III.   Specific Responsibilities
   a.   Update websites with new/revised copy changes for departments.
   b.   Help support the needs of our websites and any additional departmental needs.
   c.   Assist in LIVE event streaming.
   d.   Assist with Global OnDemand.
         i.   Provide support for the site
         ii. Upload videos & content to the site
         iii. Assist with customer service for the site (coupons, refunds, account access)
   e.   Assist in maintaining content of company websites through use of CMS.

Reports Relationship:
You report directly to the – COO