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Post

# Technical Support Engineer

**Job Category:** Media

**Requisition Number:** TECHN001957

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Posted: November 6, 2023

Full-Time

IL - Chicago  
Chicago  
820 N. Lasalle Blvd  
Chicago, IL 60610, USA

## Job Details

### Description

Under the direct supervision of the Technical Support Manager, the Technical Support Engineer is responsible to help provide technical support for all local, online, and national radio operations.

### Essential Functions

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.*

- Provide onsite technical support for local and national radio personnel and studios including scheduled trips to owned and operated stations outside Chicago as deemed necessary.
- Provide support and maintenance for broadcast telephone systems along with audio and control automation systems.
- Provide support and maintenance for Axia and Dante IP audio distribution network systems.
- Provide support and maintenance for broadcast-related servers and production equipment, and to ensure smooth program distribution to local and remote radio stations.
- Provide support for satellite program delivery, storage and retrieval systems.
- Available 24/7, on-call support as scheduled.

- Interface with ITS as necessary to support critical shared infrastructure and to promote a positive relationship between departments.
- Perform other duties as assigned.

### Minimum Requirements

- Basic IT troubleshooting skills including familiarity with IP networking
- Problem solving skills and ability to follow up on complex issues
- Strong customer service skills
- Ability to learn new skills and quickly adapt to change
- Excellent communication and documentation skills
- Authorized to work in the US Legally without sponsorship

### Preferred Requirements

- Two years broadcast engineering experience
- Engineering certifications (SBE, etc.)
- Axia Livewire support experience
- AWS/cloud computing administration experience
- IT certifications, including A+, Network+ , CCNA

### Work Environment/Conditions

*Moody Bible Institute is a Christian-based Higher Education and Media Ministry. We exist to equip people with the Truth of God's Word. If you are mission-minded, and have a servant's heart, join us as we look to further impact the Kingdom of God.*

- Work environment type:
  - Standard office environment
  - Radio/Audio Studio environment
  - Field work/offsite (varies)
- Equipment/technology used:
  - Fax
  - Phone
  - Copier
  - Computer
  - Network Switches
  - Digital audio mixing, processing, signal routing
- Physical Requirements: include percentages or hours
  - Standing
  - Sitting
  - Bending
  - Lifting up to 50 lbs
  - Typing
- Work hours/Shifts: days of the week, hours of the day
  - Generally M-F 38.75 hrs per week, but position demands on-call hours as assigned
- Travel: include percentage of time on job spent traveling
  - Occasional trips to O&Os as necessary (less than 20% travel)

### Additional Information

Moody Bible Institute is a Christ-centered, multicultural community that values and seeks faculty and staff who are committed to diversity, work effectively with diverse populations, and engage others in ways that honor our rich cultural mosaic and biblical foundation. Candidates must align with MBI's Christian identity. Employees are expected to sign a Statement of Faith and adhere to the Community Standards.

We comply with all applicable laws pertaining to nondiscrimination on the basis of race, color, national origin, sex, age, disability, and any other applicable legally protected category. As a religious institution, we have the right to, and do, require that employees hold beliefs consistent with our Doctrinal Statement and conduct themselves in a manner consistent with our religious beliefs, as explained in our Community Standards.

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