



**BRIGHT LIGHT DIGITAL**  
AV & TECHNOLOGY SOLUTIONS

## **Technical Support Specialist/Audiovisual Technician (Part-Time w/Full-Time Benefits)**

Bright Light Digital LLC (BLD) is a Honolulu, Hawaii-based full-service AV and technology company that provides digital signage solutions; audio visual systems design, integration and installation; and information technology support and consulting services. We offer our clients a full spectrum of services, from audio visual strategy and consulting; hardware procurement, fabrication and installation; website design and maintenance; graphic design and layout; copywriting and messaging; digital signage deployment; and training and technical support.

**Position Summary:** The Technical Support Specialist/Audiovisual Technician will set up, maintain, and troubleshoot network systems; install and maintain various software and hardware equipment; and provide audiovisual (AV) installation and technical support services for new and existing clients.

**Reports To:** President/Owner

### **Duties/Responsibilities:**

- ... Maintains network systems, installing new hardware and modifying existing hardware, and maintaining and troubleshooting network software applications.
- ... Installs and maintains peripheral devices including computers, digital signage media players, printers, hubs, routers, large format LCD displays, AV and other equipment.
- ... Applies knowledge of computer software, hardware, and procedures to solve problems.
- ... Communicates with end users to understand and troubleshoot problems.
- ... Conducts periodic diagnostics and testing to ensure optimal network function and minimal downtime.
- ... Provide status updates to affected staff and stakeholders.
- ... Manages assigned projects to ensure adherence to budget, schedule, and scope of project.
- ... Performs other duties as assigned.

### **Required Skills/Abilities:**

- ... Organized with attention to detail and efficient time management.
- ... Excellent interpersonal and customer service skills.
- ... Basic understanding of network programs and capabilities.
- ... Strong analytical, logical thinking, and troubleshooting skills.
- ... Thorough understanding of information technology procedures and practices.
- ... Proficient with, or able to quickly become proficient with, a range of general and specialized applications, software, and hardware.
- ... Ability to perform minor repairs to equipment.
- ... Ability to explain technical issues to technical and nontechnical employees and customers.

**Education and Experience:**

- ... Bachelor's Degree in Computer Science, Audiovisual Technology, or related field, or equivalent experience, required.
- ... At least four years of related information technology, networking, and/or audiovisual services experience required.
- ... Experience with Microsoft Office Suite and Google Workspace highly preferred.
- ... Network maintenance and user technical support preferred.
- ... A+, Network+, and/or similar certifications preferred.
- ... Windows, iOS, and Android device experience preferred.
- ... Experience with WordPress and website applications preferred.

**Mental, Physical and Communication Requirements:**

- ... Must be able to lift up to 50 pounds at times.
- ... Requires ongoing, regular communication with clients.
- ... May be required to work on-call, weekend, or long hours.

**Work Hours:** Part-Time (may eventually become full-time); flexible hours; may require occasional Saturdays, Sundays, and holidays)

**Salary Range:** Commensurate based on experience.

**Benefits:** 100% paid medical (single coverage), flexible schedule/remote work options, PTO, cellular phone stipend, paid development and training, and other company benefits provided.

**To Apply:** Please send your resume, letter of interest and salary requirement to [careers@brightlight.biz](mailto:careers@brightlight.biz).