

## **Job Description - IT / Web Updater**

### **Duties of this Position:**

Work with Marketing Department & Auction Coordinators to provide timely website updates, photography, inventory management, and technical support. The job will entail taking photographs, compiling inventory listings, daily website maintenance, creation of video display for auction inventory when applicable, handling of on-line auctions, assisting in audio & visual productions, general auction duties and quality customer service.

The position will also include IT duties related to maintaining the company network, troubleshooting all software / hardware issues, and upgrading/expanding the current IT infrastructure to meet the company's needs, working to keep computers and software up-to-date. Also responsible for the recommendation and purchase of new hardware and other IT systems needed onsite. Creation of signs, technical documents, process documentation, and some advertisements may also be needed.

### **Experience / Abilities Required:**

The ideal candidate is able to work in a team environment, have a commitment to providing excellent customer service, apply common-sense, carry out detailed written and oral instructions, effectively communicate with other employees and customers, be self-motivated, and prioritize tasks. Have the ability to lift 50 lbs and stand for long periods of time.

Experience should include website maintenance/design, digital photography, photo editing, networking, computer hardware maintenance and repair, software installation and configuration, antivirus monitoring and updates, automation of routine tasks such as image resizing, audio conversion, workstation management, and digital archiving of all critical software and documents.

Advanced experience with Microsoft Web Expressions, Photoshop, Illustrator, MS Office 2k7, and Windows Server administration a major plus. Familiarity with FoxPro databases, VNC server, VMWare workstation, server level backup and restore via network, and remote network administration also a plus.

Ideal candidates will also be well versed in various programming languages, including but not limited to: PHP, HTML, Javascript, AJAX, etc. Knowledge of PBX phone systems, DVR-Based video surveillance systems, general PA system setup, and digital photography/video production a plus.

### **Responsibilities of IT / Web Updater**

- **Customer Service.**

Everyone in the company is in charge of quality customer care. Whether it is having a smile in your voice on the phone or going the extra mile, every customer is important and valuable to our business.

- **Daily updating of auction web pages**

Check daily to see what new items need to be updated on website / inventory pages.

Pictures: organize, take, insure quality pictures are taken, resample, upload, thumbnail, place in proper category, and redo as better pictures are available.

Help auction coordinators compile auction inventories and add details about items to website.

- **Photography**

Pictures come from a variety of sources and at different times in the auction process.

Sort through pictures to make sure we are using the best ones in our online promotions.

Take pictures of merchandise as necessary. Make sure items are setup and cleaned properly when picture is to be used in marketing. Take pictures on Auction Day Events.

- **Adding auction information to other websites**  
Add auctions, links, and details to websites like: IAPA, NAA, Auction Zip, etc.  
Research new sites where auction information can be posted
- **Email mailing lists**  
Add auction customers and opt-in emails to mailing server  
Learn system and understand pros and cons  
Improve current system for emailing customers and clients  
Generate emails to be sent to promote auctions
- **Technology**  
Use social networks such as Facebook, Twitter, MySpace and other applications to communicate with customers.  
Search and recommend ways to improve our services.
- **Computer / Systems Maintenance**  
Help with updating software and keeping computer systems current.  
When possible, fix hardware and make repairs as needed. .
- **Computer / Systems Maintenance**  
Maintain Office network, be ready for off-site use  
Help streamline, stabilize, and document the offsite network set up process  
Implement or coordinate **ALL** changes to hardware and software  
Ensure data integrity (manage RAID array, external backups via AllwaySync)  
Perform backups of main fileserver (FS1) and database server (serverii).  
Monitor and update Antivirus software (Sunbelt Vipre)  
Troubleshoot and repair all systems  
Communicate with software and hardware related vendors
- **Organization and tracking of hardware and software:**  
Create/Maintain hardware inventory list.  
Update software inventory list.
- **Image Re-sampling:**  
Manage Febooti Automation Workshop.  
Create new tasks for each Auction folder.
- **Audio/ Visual:**  
Taking quality photographs of auction merchandise.  
Shooting video to be used for the web and other promotional use.  
Set up/maintain slide shows for Auction day and office use  
Work with Sales department to take inventory pictures prior to auction-security/documentation purposes
- **Explore emerging technologies and recommend updates and improvements**
- **Auction Day Responsibilities**  
Set up computers and related equipment  
Assure audio recorder for all auction rings is setup, recording and downloaded to auction folder immediately after auction or as soon as possible when off site  
Tear down office equipment, clean and put away for next event  
Cashier / Clerk / Drive Cars / Parking / Security / Customer Service / Pictures / Etc.

Learn as many aspects of auction day as comfortable with.

- **Flexibility to help with other positions**

Assistance may be required for a variety of jobs, such as changing dates on signs, ordering supplies, pickup and delivery of items, auction set-up, advertising, etc.

**Disclaimer:** Although Company has attempted to accurately and thoroughly describe this position; it is not intended to be an exhaustive listing of the duties that may be performed. Company reserves the right to change, add to, or subtract from the duties outlined, at any time, with or without advance notice.