Job title: IT Helpdesk and Audio Visual Specialist
Department: IT Department
Reports to: Directors of Technology

Position summary: The IT Helpdesk and A/V Specialist will support the needs of both the IT Department help desk while also supporting multiple audio visual needs for various school events. This position will work closely with the IT and Performing Arts departments.

Position responsibilities:

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Provide audio visual setup and support for school events on both campuses
- Respond to queries from faculty, staff, and students either in person, over the phone or via email
- Triage issues and escalate as needed
- Maintain daily performance of computer systems
- Support audio and video equipment in classroom and conference rooms
- Manage and monitor internal assets to ensure accurate inventory records
- Knowledge of PC imaging
- Walk customer through problem-solving process
- Install, modify, and repair computer hardware and software
- Run diagnostic programs to resolve problems
- Resolve basic technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems
- Follow up with customers to ensure issue has been resolved
- Ensure customer satisfaction
- Providing, as needed, professional development in department or division meetings on academic technology
- Fulfilling any other duties assigned by the Head of School or the IT Directors

Essential skills:
- Superior customer service skills and professional manner
- Knowledge of Microsoft products, Windows OS, Mac OS and Apple iOS

- Solid troubleshooting and helpdesk skills in support of faculty, staff and students
- Understanding of professional AV equipment and how the equipment interconnects
- Ability to learn and adapt to new technologies
- A solid grasp of time management, and the ability to prioritize problems as they arise
- The ability to write cohesive and a cogent tutorial, how-to, or other informative support materials
- Strong interpersonal and communications skills in dealing with basic or first-time users
- Ability to seek out opportunities to further the goals of our strategic plan for Technology
- Ability to work on multiple projects simultaneously with minimal direct supervision

Education and experience:
- **Minimum:** Associates Degree or High School graduate with appropriate certification in PC, Mac and networking skills and one to two years of working experience
- **Preferred:** Bachelor's Degree in A/V or Computer Science and at least 5 years of experience in related field.

Reporting to this position: No direct reports

Physical demands and work environment: School location on two campuses requires transportation to and from, a fair amount of walking from one task to another, and occasional heavy lifting up to 50 pounds. **Hours will be irregular based on needs of school events.**

**This job description is not intended to be a detailed listing of job duties/functions, however, its intention is to provide a summary of job duties/functions.