

IT SUPPORT SPECIALIST (AV)

Department: Information Technology

Reports To: Assistant Director of Information Technology, Support Services

Position Summary:

The IT Support Specialist (AV) provides initial support for mediated classrooms and event spaces, assists with necessary AV event support, and provides basic client technology support in a variety of technologies. This position will have primary responsibilities in the audio visual (AV) areas, but will also assist in the general Support Services responsibilities of supporting the end-user computer, phone, and network experience.

Essential Responsibilities:

- Coordinate with the AV Events Coordinator and Asst. Dir. for Support Services to provide necessary AV event support, including supervising AV event students when necessary
- Provide first-level support for 100+ AV equipped classrooms, conference rooms, and events spaces around campus, including supervising and instructing student workers in initial troubleshooting where reasonable
- Install, maintain, and troubleshoot campus computers, phones, and related software, systems, and peripherals
- Document work in a thorough and coherent manner
- Maintain and increase knowledge in subject areas through online resources, vendor tech support, and training opportunities when available.
- Consult regularly with supervisor to identifying issues and solutions
- Other responsibilities as assigned

Essential Qualifications:

- Experience operating and supporting AV equipment in an educational or corporate setting
- Experience in the use of AV equipment for public events
- Demonstrated aptitude and interest in AV, networking, and related IT technology
- Developed troubleshooting skills and ability to analyze new issues.
- Extensive knowledge of Microsoft Windows operating systems and Microsoft Office applications
- Experience with a variety of desktop software applications
- Ability to prioritize and keep track of multiple open issues while following them through to resolution in a timely manner
- Ability to communicate effectively with both technical and non-technical people
- Ability and interest in learning new things “on the job” without formal training.
- Willingness to work occasional nights & weekends to coordinate and support campus AV events
- Possess a clear understanding and personal commitment to North Park University’s mission of Christian higher education

Other Desirable Qualifications:

- Bachelor’s Degree or equivalent experience
- Experience with Apple Mac OS X and iOS
- Experience with network configuration and troubleshooting

Effective Date: May 2018

NOTE: Nothing in this job description restricts the supervisor’s right to assign or reassign duties and responsibilities to this job at any time.