



Position Title: AV/IT Help Desk

Reports to: Director of Technology

AV/IT Help Desk Job Description

- Manage and coordinate all aspects of school Help Desk activities.
- Answer, evaluate and prioritize incoming phone, email, and in-person requests for assistance from users experiencing problems with hardware, software, printing, networking, phones, mobile devices, projectors, peripherals and other computer-related technologies (typically level one and level two issues).
- Handle problem recognition, diagnostics, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or technical staff.
- Log and track all requests, including problem description with specific error messages and/or symptom; any troubleshooting steps taken and the result; and the solution if applicable using ticket system.
- Assist in software and hardware upgrades and new installations.
- Configure and app installation of small fleet of iPads.
- Set up AV equipment (mic, projector, screen, etc.) Provide recording services as needed, including recording, editing, and final production.
- Perform preventative maintenance and routine cleaning of equipment.
- Able to manage multiple tasks with frequent interruptions, occasionally in urgent situations; able to manage multiple priorities.
- Able to communicate effectively, calmly, tactfully and patiently with both technical and non-technical audiences, including faculty, parents, and students.
- Able to understand and interpret technical information and transpose relevant technical information into accurate, easily understood user documentation in order to expand knowledge base of common problems and solutions.

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