WESTRIDGE SCHOOL

AV & Technical Support

Westridge School is an independent day school for girls located in Pasadena, California. Founded in 1913, the school has an enrollment of approximately 500 girls in grades 4 through 12 and has a long-standing reputation for the excellence of its academic program. Westridge is committed to educating intellectually adventurous thinkers, and courageous, compassionate leaders. Westridge is a vibrant and diverse community that is grounded in the commitment to goodness in all aspects of life and learning. Students are encouraged to learn and thrive in new ways, to try new things, and to be resilient. The school balances challenging academics and a focus on leadership development with a deeply engrained culture that prioritizes physical and emotional wellness and treating oneself, others, and the world with integrity, respect, responsibility, and inclusion. At Westridge, girls gain the confidence and courage to stand up and speak for the ideals of responsibility and integrity as they take their places in an ever-changing world.

Westridge is seeking a skilled and highly-capable professional to provide campus-wide audio-visual and technical support. Reporting to the Senior IT Manager, this critical position will help to ensure the audio-visual needs of the Westridge campus are met as well as provide support within the IT team to our end-users and in the classroom. This position joins a team of seven IT professionals.

Specific Responsibilities Include:

- Diagnose, troubleshoot, and repair hardware problems, set up, configure, and test equipment
- Perform preventative maintenance on variety of equipment including computer hardware, projectors, printers, and peripherals
- Maintain an up-to-date knowledge of repair practices, policies, and technical specifications of computer hardware
- Complete internal documentation related to service, warranty tracking, inventory maintenance, and repair history
- Contact users as needed to discuss specific symptoms of equipment failure, nature of repairs required, and possible solutions to equipment problems
- Contact vendors for technical support and parts procurement both electronically and by telephone
- Provide occasional staffing support for the Help Desk
- Support faculty, staff, and students in their use of technology
- Assist in the implementation and deployment of technology-related projects
- Attend all event planning meetings and coordinate with the Director of Facilities, etc., as needed to ensure all needs are met
- Set up computers and A/V equipment for events (providing after-hours event support as needed)
- Coordinate all media formatting, projection, and computer needs and test equipment prior to each event
- Test sound and systems prior to each event
- Performs other duties as assigned

Qualifications
- 3 years of applicable tech and av support required, preferably in an educational setting
- Bachelor's degree and/or applicable industry certificates preferred
- Experience in a networked, 1:1 laptop environment with MDM
- Proficiency in Microsoft Office Suite (365, Word, Excel, and Outlook) and Adobe products
- Experience troubleshooting and/or repairing Windows devices (Windows 7, 8, 10) in enterprise networked environment
- Experience troubleshooting macOS devices
- MDM and image deployment systems experience
- Experience administering user and mailbox accounts in Active Directory and/or Exchange
- Supported A/M/C phones on VOIP systems (preferably Shoretel)
- Experience with set up and installing equipment such as microphones, sound speakers, recording equipment, connecting wires and cables, for events, meetings, and presentations
- Extensive knowledge of sound reinforcement (both indoors and outdoors) including wireless mics
- Committed to understanding and meeting the technology expectations of internal clients
- High degree of technical aptitude in the areas of networking, audio visual, software and hardware
- Strong comfort with technology: new software, new hardware and challenges associated with their use

- Excellent project management and organizational skills
- Ability to embrace a collaborative work style and interact in a positive and proactive manner with all school constituencies
- Strong interpersonal, written, and oral communication skills

Physical Demands (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions):

- Ability to work both indoors and outdoors as required, ability to work at heights and in confined spaces, ability to work extended periods of time both walking and/or standing, ability to lift up to 50 lbs. and the ability to work evenings, weekends, and holidays.

Schedule
This is a full-time non-exempt position with the flexibility to work evenings and weekends when necessary.

To Apply
Send cover letter, resume, and references to Jobs@Westridge.org. Include "AV & Technical Support" in the subject line.
Westridge School is an equal opportunity employer. Applicants are evaluated without consideration of race, color, religion, gender, national origin, age, sexual orientation, marital status, disability, veteran status or any other characteristic protected by applicable law. For more information: www.Westridge.org***.***