

**Position Title:** Media and Technology Technician  
**FLSA Classification:** Non-exempt, 100% FTE, 12 month schedule of duties  
**Reports to:** SHS Senior Systems Engineer & Director of Technology

**Summary of Position** - This position combines AV technician/support and technology support. The incumbent will work with various constituents on campus to support AV events and video projects. Some of the events will require evenings and weekends. Technology support includes hardware and software support to students, staff, and faculty on campus. This position reports to the Director of Technology and the SHS Senior Systems Engineer and works closely with departments including the arts, athletics, advancement and the school divisions.

#### **Essential Functions**

- Set-up and assist constituents with standalone audio systems and projector setups and operate A/V presentation systems (including projectors and large screens).
- Consult and collaborate with Advancement/Admissions departments on video needs and live feeds.
- Create and organize digital media/slides for presentations and special events.
- Manage and support digital signage systems.
- Provide help desk / technical assistance and support for all technology users for client hardware and software issues at the support centers on the SHS campus. This involves creating and maintaining logs of issues, prioritizing them and communicating resolution with users.
- Assist in installing new software and maintaining licensing compliance.
- Update support tickets statuses in the campus helpdesk application.
- Keep logs of tasks so that others can follow the work process if needed.

#### **Additional Responsibilities**

- Maintain inventory and locations of equipment
- Maintain equipment and work with vendors to repair and upgrade hardware
- Special projects and/or event support
- Identify and promote digital technology use and best-practices

#### **Qualifications:**

- Technical or college degree with emphasis in the digital media.
- Ability to provide inspirational support, advocacy and technology assistance to faculty and students.
- Clear commitment to the educational philosophy of the school as articulated in the Goals and Criteria of a Sacred Heart Education and professional behavior based in it.
- Strong organizational skills; ability to manage interrupt-driven workload.
- Understanding of the Windows and Mac operating systems.
- Demonstrated time management skills; ability to prioritize support requests, and work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
- Experience with various microphone systems, professional cameras.
- Experience, Adobe Premiere or other non-linear video editing systems.
- Video and camera hardware experience and the ability to troubleshoot analog and digital and video issues.
- Demonstrated ability to focus on the task at hand and excellent attention to detail. Effective, polite and eager communicator, both written and verbally.
- Ability to work autonomously with a variable schedule (including overtime; before and after school; evenings and/or weekends) and be an enthusiastic and effective team member.
- Effective, polite and eager communicator, both written and verbally. Calmness and rationality with a bias towards customer service. Ability to project a professional demeanor at all times and under pressure and to assess which people need more immediate assistance and act accordingly. Ability to work well with a diverse group of students and colleagues
- Fluency in reading, writing and speaking in English. Additional abilities in Spanish are strongly preferred.
- Excellent attendance and punctuality.

#### **Physical Requirements and Work Environment:**

- Must be able to travel safely and comfortably across 64-acre campus and be able to frequently, safely and comfortably lift at least 50 lbs, crawl under or around furniture to install equipment.
- Exposed to a combination of normal office type environments, outdoors and shop environments.
- Must be able to comfortably and safely climb, bend, pull, reach, kneel, stoop and see for near and far work.
- Must be able to view and operate a computer and related technology and equipment at least 90% of working time.

**Employment & Instructions for Applying**

SHS offers competitive compensation and health and welfare benefits subject to plan parameters, including paid vacation, medical, dental, vision, Life & LTD, 403(b) retirement plan, lunch during the academic year and more.

**To Apply**

Please apply via email by sending a cover letter and resume to [hr@shschools.org](mailto:hr@shschools.org) You MUST indicate **Media and Technology 2019** in the subject line of the e-mail. Please do not contact the Schools by phone or by unscheduled visit.

You may also choose to mail your materials to:

Sacred Heart Schools  
150 Valparaiso Avenue  
Atherton, CA 94027

Attention Human Resources: **Media and Technology 2019**