



IT and AV Specialist

POSITION DESCRIPTION

The Field School seeks a full-time IT & AV Specialist. This position is the onsite point of contact for a highly responsive and customer service focused technology approach. The IT & AV Specialist must work closely with all faculty and staff with minimal direction on day-to-day support needs as well as being able to maintain a directed task list. Qualified candidates possess a love for technology, must be customer service focused, should be able to maintain a calm demeanor through more stressful times, and have a good sense of humor.

The IT & AV Specialist is a technical support position responsible for performing Level 1 and 2 help desk tasks associated with school technology resources, including Apple computers, Chrome OS devices in a 1:1 environment, a variety of common peripheral devices including printers and multifunction devices, and audiovisual systems. Working closely with the Director of Business & Finance and Concentus (our IT consultant) to deliver and maintain a highly visible and available technology department to all Field School faculty, staff and students. They also support technical & audiovisual projects as assigned by senior staff.

This is very much a “firefighter” type of position, when calls or emails come in for support we should respond quickly and confidently with solutions. If a problem cannot be quickly resolved, they are expected to communicate, then follow up at a later convenient time.

DUTIES AND RESPONSIBILITIES

- Provides Level I and Level II technical support for school computers and devices in a self-directed manner.
- Coordinate work assignments and resolution of critical technical issues, this is a “firefighter” role. Support requests should be addressed with professionalism and urgency within a small window of opportunity.
- Communicate with staff, the Director of Business & Finance, and Concentus on the course of action taken to resolve technical issues.
- Work with faculty, administrative staff, and the Director of Business & Finance to coordinate the ordering and receiving of approved technology, software, apps, and other technology needs.
- Coordinates administrative support of Field’s 1:1 Chromebook initiative. Including:
 - Google Domain Administration
 - User Management and Organizational Unit structure
 - Device management



- Distribution and collection of devices
- Licensed App deployment, ChromeOS, Google Apps Domain Administration
- Participate and, at times, lead Student and Faculty trainings
- Maintains software library and documentation to include, but not limited to, network wiring, hardware asset information, and software licensing. A solid understanding of basic network and CAT 5e cabling as well as the ability to understand network diagrams.
- Distribute new equipment and services as needed
- Support for in-house events when A/V and technology is needed

QUALIFICATIONS AND COMPETENCIES

- Thorough knowledge of Apple operating systems and enterprise administration of our commonly used applications (Office, Adobe Creative Suite, etc.) required
- Thorough understanding of Google Apps for Education; Device Management within a 1:1 environment, app distribution, etc.
- Basic knowledge of LAN required
- Basic knowledge of VOIP telephone system administration desired
- Support experience with common audiovisual playback and display technologies, including projectors, a/v system control technologies and programming, and Apple TV devices.
- Knowledge of EXTRON and RTI a plus.

WORK ENVIRONMENT

This position operates in a professional school environment.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk and hear. This position is active; it requires standing and walking, including stairs.

TO APPLY

Please submit a resume and cover letter specific to this position, detailing how your experience relates to this opportunity. No phone calls please. Email can be sent to employment@fieldschool.org. This is an hourly, non-exempt position with an anticipated salary range of \$40,000 to \$50,000.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.