

Technical Support Specialist-Mac/AV

Iowa City Community School District
Job Description

Qualifications:

Technical training/technical degree or three years experience.
Technical knowledge of Windows/Mac hardware and OS.

Criteria:

Good organizational skills.
Good communication skills.
Strong work ethic and service-minded.
Willingness to learn.
Commitment to ethical practices.

Reports to: Network Engineer and Library Coordinator

Job Goal: Assists with technical support and maintenance of district computers and other equipment.

Responsibilities:

Mac hardware and software

Repairs equipment sent in from schools or routes equipment to appropriate repair service center.
Maintains records of equipment sent in for repair.
Performs on-site technical service on computers and other equipment.
Orders and maintains records of parts inventory and parts purchases.
Advises on elimination of equipment based on cost-effectiveness of repair.
Advises on specifications of equipment for purchase of computers.

Repair and maintenance of AV equipment

Repairs equipment sent in from schools or routes equipment to appropriate repair service center.
Maintains records of equipment sent in for repair.
Advises on specifications of equipment for purchase of audiovisual equipment.
Communicates daily/weekly with coordinator on status of equipment in for repair.

Video Production

Provides back-up for district videotaping.
Maintains equipment for live cablecasting.
Assists district staff in use of editing equipment.

Assumes other duties as assigned

Remove/discard non-functioning equipment from buildings.

Assist with networking and cabling issues.

Assist with PC-related issues.

Assist with phone related issues.