

Technical Support Specialist-V/Mac

Iowa City Community Schools
Job Description

Qualifications:

- Technical training/technical degree or three years experience.
- Technical knowledge of Mac/Windows hardware and OS.
- Technical knowledge of audio-visual equipment, including video.

Criteria:

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

Reports To: Library Coordinator and Network Engineer.

Job Goal: The technician assists the professional library staff of the district by maintaining and repairing hardware used in delivery of the instructional program. The technician also provides videotaping services for cablecasting school board meetings and other events for the educational cablevision channel.

Responsibilities:

Video Production

- Maintains equipment for live cablecasting.
- Serves as technical liaison to the local cable company.
- Videotapes programming for cablecasting and schedules airing times in collaboration with the media and technology office manager.
- Assists district staff in use of editing equipment.

Mac Hardware and Software

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

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 for repair.

Advises on specifications of equipment for purchase of audiovisual equipment.

Communicates daily/weekly with coordinator on status of equipment in for repair.

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.

Hours/Salary: Year-round position. 8 hours per day.