

# Chatham University

## Job Description

**Job Title:** Tech/AV, IT Support Services

**Position Reports to:** Manager, IT Support Services

**Position Summary:** The Tech/AV, IT Support Services is a member of the IT Support Services (Helpdesk) team within the Information Technology Services (ITS) Department. S/he is responsible for supporting all levels of campus users, located at multiple campus locations, in the use of technology resources. S/he answers telephone support calls, emailed support issues, and walk-in questions as part of the campus IT Support Services (Helpdesk). S/he visits user locations when necessary and conducts repairs, hardware/software support and user training on campus systems. S/he is responsible for acquiring technical certifications in repair of campus used hardware. S/he is responsible for delivery and setup of classroom media equipment. S/he is responsible for campus event setups (microphone, speakers, projection, ...) to support campus events that may occur during working hours, after hours, and weekends. S/he will be required to periodically attend campus events that may occur during evenings and on weekends. S/he works closely with the other ITS staff to ensure users are receiving the best service and support possible.

**Qualifications:**

- Bachelor's degree in Information Technology or Computer Science or related discipline or equivalent work experience
- Competence using PC and MAC computer hardware and software in classroom, lab, office, and residential settings
- Broad knowledge of information technology including networking, file management, Microsoft Office applications, Internet and email systems
- Basic troubleshooting skills in Windows and MAC hardware and software
- Ability to convey information over the phone, in-person and in writing
- Ability to convey information through training sessions
- Technical writing skills to document instructions for users
- Good organization and communication skills
- Desire to work with students, faculty and staff and to facilitate the resolution of their problems
- Ability to prioritize multiple tasks
- Ability to remain calm and professional in stressful situations
- Integrity, adaptability, sense of humor, independence, cooperativeness, and a strong work ethic
- Ability to have a flexible schedule, work nights and weekends, when necessary
- Provides essential services to the Chatham community, the employee will be required to work outside their regular working hours as needed
- Ability to work independently with minimal supervision
- Easily adaptable and able to learn new skills
- English fluency required; fluency in other languages helpful.

**Duties and Responsibilities:**

The Tech/AV, IT Support Services works with the Manager, IT Support Services and Manager, Technical Services/AV to assure service and support for the campus community:

- 1) The Tech/AV, IT Support Services works as part of the campus IT Support Services helpdesk to answer, log, and assign priorities consistent with the campus service level agreements for all user support calls, emails, and walk-ins.
- 2) Provides equipment setup and tear down to support campus events
- 3) Provides answers to user's questions and problems through phone conversations, email, or on-site visits
- 4) For escalated support issues, works with the Manager, IT Support Services, Manager, Technical Services/AV, and other ITS support Teams to solve problems
- 5) Escalates calls to Manager, IT Support Services if resolution cannot be achieved
- 6) Works with vendor support channels to report/repair/replace hardware
- 7) Performs hardware repair of desktops, laptops, and tablets, and system related equipment
- 8) The Tech/AV, IT Support Services instructs campus users by providing training to students, faculty, and staff in the use of computer hardware, software, and network services; training may be done one-on-one, in groups, or through written documentation
- 9) Documents and develops training on campus technology resources
- 10) The Tech/AV, IT Support Services will be required to support specialized areas of the IT Support Services that relate to, but not limited to the following:
  - a) Analog phone system -
    - i) Internal wiring infrastructure, moves adds and changes, analog phone set replacement/repair, switch updates, backups and changes.
  - b) VoIP and Microsoft Teams (Teams) phone systems -
    - i) Migration from analog to VoIP or Teams support and user training
    - ii) Along with the other ITS Teams, support the campus communications infrastructure and related office connectivity
    - iii) Support and train users on the use of the VoIP or Teams systems
    - iv) Installation/repair/replacement of related equipment
  - c) IT Support Services -
    - i) Responsible for managing all aspects of the IT Support Services helpdesk.
      - (1) Hardware inventory – entering and updating of all related inventory, tablets, desktops, printers, classroom media, and related equipment
      - (2) Manage and support student, faculty, and staff hardware distribution and all related functions
      - (3) Report to Student Services and ITS changes in student enrollment as it relates to the tablet and one-to-one programs
      - (4) Repair of all related equipment
        - (a) All Tech/AV, IT Support Services are required to be certified complying with related vendor self-maintainer requirements
        - (b) Managing vendor channels and related tools
        - (c) Utilization of work order system
          - (i) Creation of work orders
          - (ii) Managing work orders assigned
          - (iii) Communicating to the user community work order status/completion
      - ii) Scheduling and maintaining laptop and projector deliveries to classrooms
      - iii) Repair and maintenance of classroom media equipment; installed or portable
  - 11) IT Support Services staff members are required to cover IT Support Services hours of operation, including evenings and weekends, and can involve shift work that may vary daily and from week-to-week.
  - 12) IT Support Services staff are required to periodically carry the IT Support Services on-call cell phone to provide off-hours and weekend support

13) The Tech/AV, IT Support Services performs other duties as required in support of the mission of the Information Technology Services Department and Chatham University.

**Personal Attributes:**

- Passionate about all aspects related to technology.
- Strong customer service orientation.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research on hardware and software issues and products as required.
- Ability to present ideas and solution in user-friendly language.
- Highly self-motivated and self-directed.
- Keen attention to detail.
- Demonstrate professional and ethical conduct.
- Access to transportation.
- Access to personal computer with Internet connectivity during off-hours.
- Occasional lifting and transporting of computer equipment, bending, stooping, crawling, and reaching.

**Physical Requirements:**

Occasional 30-pound lifting and/or carrying, frequently walking across campus

Sit: 50%	Hear: Continuous
Stand: 30%	Speak: Continuous
Walk: 30%	See: Continuous with 20/20 acuity
Bend/Kneel Squat: 40%	Use telephone: 80%
Push/Pull: 20%	Use computer: 80%
Reach above shoulders: 5%	Balance: 25%
Write: 15%	
Fine hand manipulation: 20%	