



## JOB DESCRIPTION

**JOB TITLE:** Media Support and Help Desk Technician

**DEPARTMENT:** Information Technology/Communications

**REPORTS TO:** Senior Manager, IT

**JOB SUMMARY:** The Media Support & Help Desk Technician is to provide AV support for events, assist with responding to Tech Ticket requests from faculty and staff, provide support to the Communications Specialist, and assist with other tech needs of the school.

### KEY RESPONSIBILITIES:

- Events:
  - Run A/V for events in the LCS building;
  - Cross reference the school calendar, athletic calendar and board/school events to complete and submit Wayfinding content weekly;
  - Organize, supervise, and train Tech Team;
  - Attend weekly chapels and practices to provide tech support.
- Help Desk
  - Be first responder on tickets so faculty/staff have a quick response;
  - Help identify first level priority, to be reviewed by IT Team;
  - Complete low level tech tickets (e.g. check keyboard, replace mouse, cable management, cable movement, etc).
- Communications Support
  - Take photos at significant chapels, concerts and school events;
  - Take drone video at significant chapels, OCC outreach (human chain) and concerts;
  - Edit and clip videos to MP4 files of a usable size in order to post to Instagram (1 minute) and Facebook (up to 3 minutes);
  - Attend school events to provide support, as requested by Communications Specialist;
  - Take Athletic team photos: team photos (in uniforms) at home games, Grades 7-8 departmental and competitive teams, JV and Varsity teams (volleyball, basketball, badminton);
  - Support the Communications department and yearbook committee by taking photos at specific requested events, particularly on Fridays;
  - Utilize instagram story feature to celebrate school life;
  - Take videos and photos of random school activities (e.g. outreach, chapels, pizza friday, pep rallies, athletics, performing arts events, etc);
  - Create graphics to promote school events (e.g. registration/admission, etc.) to be used on the Marquee and school screens.
- Other

- Repair and diagnose A/V issues;
- Install technology, as requested (e.g. projectors, computers, random devices);
- Research A/V projects;
- Installation of A/V;
- Assist with organization of the IT office and other Tech areas.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by personnel assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.