Posting Details

Posting Number: 6001544

Job Title: Senior Information Technologist

Position Type: Staff

Union: PTAA - Professional/Tech/Admin Assoc

Status: Full-time

Limited

Department: Media & Technology Services

Duties and Responsibilities:

This is a full-time position, limited to 06-30-2015 with extension contingent on funding.

BASIC FUNCTION:

Implement, repair and maintain digital classroom media technology systems, classroom-oriented software applications and computer lab equipment. May work as a member of a project team involving other support staff. Work under the supervision of a manager or project leader.

DUTIES & RESPONSIBILITIES:

Implement, maintain and document classroom media equipment usage and equipment issues, including using software tools such as WebCheckout, Epson EasyMP, Crestron RoomView/Fusion, Crestron Toolbox, and direct internet interfaces with the equipment.

Interface with classroom media student staff and faculty on classroom issues, troubleshoot classroom media equipment and appliances (including Teleconference and Classroom Capture Systems), and maintain classroom problem documentation.

Work with Macintosh, Windows and Linux operating systems, software and applications software packages as required.

Repair digital media equipment where possible, outsource equipment repairs to vendors as necessary. Track and document all repairs, whether covered by warranty or outside of coverage. Identify trends that may affect other classrooms/systems.

Create and maintain a preventive maintenance system for all projection, control and switching, teleconference, classroom capture, and audio systems.

Design digital media equipment suites for installation in classrooms, and advise faculty and staff on special event support, including equipment, student staffing and venue.

Supervise and provide training to student staff on daily operation of classroom equipment, maintenance and troubleshooting.

Evaluate products and services, and prepare and present reports, including for Classroom Media equipment reliability.

OTHER DUTIES & RESPONSIBILITIES:

Respond to technical emergencies outside of normal working hours as needed.

Work a non-standard schedule in order to fulfill assigned duties and responsibilities.

As part of training, perform functions normally assigned to a Lead Information Technologist, although to a lesser degree.

Maintain a high level of understanding of current developments in the classroom, teleconference, and classroom capture technologies so as to anticipate future needs.

Travel to conferences and seminars as required.

Perform other duties as required.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.

Required Qualifications:

REQUIRED QUALIFICATIONS:
1. Bachelor's degree;

2. Either 2 years of experience in a classroom technology position, or 4 years of experience in a position that included a substantial amount of classroom technology/audiovisual support work;

3. Demonstrated ability to address needs of faculty in a classroom technology environment;

4. Demonstrated technical knowledge of Windows and Macintosh computer hardware, operating systems and software application packages;

5. Demonstrated technical knowledge of server-side software packages, such as content management systems, service desk or problem-tracking applications, and equipment monitoring software or audio control software packages;

6. Demonstrated experience in installing and configuring operating systems and application packages;

7. Demonstrated experience troubleshooting network access, peripheral hardware and memory, multimedia projectors and connected digital equipment in a classroom environment;

8. Demonstrated strong interpersonal skills;

9. Demonstrated ability to communicate effectively verbally and in writing;

10. Demonstrated ability to work with diverse groups;

11. Demonstrated ability to organize, coordinate and supervise student workers.

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Preferred Qualifications:

PREFERRED QUALIFICATIONS:

1. College degree in a technical field, such as any science, engineering or computer-related field;

2. Demonstrated experience with informatics;

3. Demonstrated customer service experience, preferably in higher education;

4. Demonstrated experience making equipment and product recommendations;

5. Demonstrated experience working with vendors;

6. Demonstrated experience preparing and presenting reports;

7. Crestron DMC-D certification;

8. Crestron DMC-E certification;

9. Demonstrated experience with Crestron DM 8G+ connections and cabling.

Environmental Conditions: This position is not substantially exposed to adverse environmental conditions.

Posting Date: 07-31-2014

Closing Date: 08-13-2014

(This date includes grace period if applicable.)

Special Instructions to Applicants: Please attach (PDF) the following to your electronic application: 1) cover letter, and 2) resume which contains the names and contact information for 3 references.

Pay Rate: $52,425 - $70,309

Pay Grade Level: 12

Physical Demands

Campus Location: Kingston

Building(s):
Work Hours: