

South Burlington School District Position Description

Job Title: A/V and IT Support Specialist
Location: District Information Technology (IT)
Job Group: Non-Union, Pay Grade 5
Pay Level: Non-exempt
Reports To: Information Technology Support Coordinator

Position Summary: Responsible for supporting audio-visual events throughout the District including events during evenings and weekends. Repair and provide regular maintenance of computers, software applications, Audio-Visual equipment, and network infrastructure hardware for the District. Answer and respond to Help Desk phone calls and provide support to walk-in students and staff. Assists in the day-to-day functions of the IT Support Department.

Essential Duties and Responsibilities:

1. Sets-up equipment, stage lighting, and sound reinforcement for special programs and events including but not limited to: full-scale middle school and high school musicals and plays, classroom functions, after school events, assemblies, District gatherings, and Board meetings and hearings.
2. Works collaboratively with staff and faculty, including FHTMS and SBHS Drama directors. Attends pre- and post-production meetings, assists in designing lighting and sound needs for drama productions.
3. Performs regular maintenance and general repair of District A/V and technology equipment. Trouble shoots hardware, network, and software problems and repairs problems with district computers; if repairs require outside service, is responsible for identifying appropriate vendor for service.
4. Assists with other functions of the department such as, but not limited to: providing help desk support to students and staff, creating and documenting procedure guidelines, preparing UPS shipments, managing audio or video duplication requests, loaning equipment to students and staff including video cameras, digital still cameras, and projection systems for SBHS, and assisting with installation of audio/visual equipment (SmartBoards, projectors, etc.).
5. Assists in special and/or summer tasks such as removing and replacing expiring technology inventory, installing and upgrading hardware, operating systems, and software programs, and assisting in the oversight of temporary support personnel work.
6. Assist in the District technology inventory process by entering technology inventory data on the system and maintaining a semi-annual update of all inventory.
7. Participates and works with IT Department Independent Student Study program and initiatives.
8. Remains current on career related subject matter by attending meetings and trainings related to information technology subject matter, remaining current with software in use including, but not limited to: SchoolMaster, SpedDoc, Microsoft products, Library software and other administrative/operational software systems.

General Responsibilities: The ability to work in a collaborative team environment is essential to the employee's successful job performance. The ability to work independently and to produce acceptable outcomes in a timely manner is required. Regular attendance in accordance with established scheduled days/hours.

Qualification Requirements: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience: High School diploma or general education degree (GED) is required. Associates' Degree or equivalent experience in technology is preferred. Demonstrated experience and/or training in software, hardware, multimedia presentation tools, and other technology related information, as well as customer service is essential. Experience in classroom technology, multimedia presentations, or related field helpful. Candidate should have experience in the repairs of audio/visual equipment (i.e. TV's, DVD players, and projectors) and be familiar with audio and video production systems including closed circuit television and live sound support.

Certificates, Licenses, Registrations: A+, Network+, or equivalent licensure preferred, but not required.

Language Skills: Ability to read, analyze, and interpret information from professional journals and technical documents; the ability to extrapolate relevant information and translate into simple written and/or oral instructions is essential. Ability to effectively receive and respond to comments, inquiries, or complaints from students, staff, faculty, and administrators in various formats (electronic, in-person, written.) Ability to present information clearly and succinctly to others (small to large groups) in formal or informal venues and demonstrate effective communication, interpersonal, and organizational skills is required.

Mathematical Skills: Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Must apply basics of algebra, geometry, and statistics to daily applications.

Reasoning Ability: Ability to observe situations, define problems, identify solutions, and assume appropriate responsibilities within scope of the job's responsibilities to achieve satisfactory results. Demonstrates a mechanical aptitude.

Other Skills and Abilities: Demonstrates knowledge, competence, and skills in all aspects of current and emerging information technology, including telecommunications access, and educational software and hardware. Demonstrates technical competencies in building-based hardware and software including but not limited to: multimedia equipment (LCD projectors, SmartBoards, scanners, digital camcorders, and cameras) all Microsoft Office Suite applications, SQL, and Crystal Reports. Demonstrates ability in organizational, human relations, and training skills. Demonstrated ongoing commitment to workplace diversity, sustainability, and delivering exceptional customer service.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations, as defined by the District, may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is frequently required to demonstrate manual dexterity to operate A/V equipment, technology, computers, or to type and to reach, hold, grasp, and turn objects; and feel the shape, size, and temperate of objects. The employee is frequently required to sit, walk, stand, talk, and hear. The position occasionally requires workers to lift and carry up to 75 pounds, push/pull heavy carts; climb stairs, ladders, or scaffolding; bend, crouch, and kneel. The work typically requires the ability to speak and to hear normally and listen for sounds associated with technological equipment, to use normal and or aided vision for near and distant objects and to detect odors. The individual must meet deadlines from several sources and interact with others. Occasionally the position requires the employee to work irregular or extended hours. The noise level of the work environment ranges from quiet to moderate.

Work Environment: *The work environment characteristic described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The work is performed in a typical school environment and primarily indoors. The noise level is quiet to moderate. The employee is continuously interacting with the public, staff, and students.

Terms of Employment: Full Year

Evaluation: Annually

Approved: 10/28/16 S. Weiss

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009 is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual(s) currently holding this position and additional duties may be assigned. The Board reserves the right to waive the essential requirements contained in this job description.

Job Description Acknowledgement

I have received, reviewed and fully understand the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____

Employee Signature _____ Date _____