



JOB DESCRIPTION

June 2022

JOB TITLE: Media Support and Help Desk Technician
DEPARTMENT: Information Technology
REPORTS TO: IT Manager

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 IT Department, and assist with other tech needs of the school.

KEY RESPONSIBILITIES:

- Audio / Visual
 - Support projection, lighting and sound for weekly/monthly events within the organization;
 - Organize and prepare provided presentations for events;
 - Contribute to the organization's AV process;
 - Work with the IT Manager to ensure the AV processes are followed by staff;
 - Perform setup and cleanup of equipment before and after events;
 - Keep inventory of equipment and prepare plans for replacement e quipment;
 - Provide input into future AV projects;
 - Work with AV personnel adjacent to the organization (Grant Memorial) to ensure smooth operation;
 - Diagnose non-operational AV equipment and perform repairs.

- Help Desk
 - Provide ongoing, in person and remote support to end users related to IT technical support;
 - Track, enter and coordinate calls and requests in the Help Desk ticketing system;
 - Install, maintain, provide training and end-user technical support/troubleshooting of hardware and software including:
 - Computer workstations, Chromebooks, printers and other devices;
 - Usernames and passwords for end-users;
 - Telecommunication systems including VOIP telephone systems, etc.;
 - Contributing to documentation related to technical items in the environment;
 - Investigation of IT infrastructure issues related to networking and servers.

EDUCATION AND QUALIFICATIONS:

- IT formal training;
- one or more years of related experience;
- commitment to continuous growth and learning.

OTHER REQUIREMENTS:

- understanding of servanthood and working in a Christian environment;
- a sincere love for Jesus Christ evidenced by lifestyle, including regular attendance at weekly church services;
- attendance and participation in staff and school chapels, prayer times, worship services and similar events;
- willingness to sign and adhere to the LCS Statement of Faith and Lifestyle Commitment;
- provision of a Criminal Record Check from the Winnipeg Police Services or RCMP which affirms that the Vulnerable Sector Screening is clear;
- provision of evidence of clearance from the Child Abuse Registry Check;
- understanding of and adherence to confidentiality and privacy issues;
- enthusiastic support of the Mission, Vision and Core Values of Linden Christian School.

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.