POSITION: Technical Support and Multimedia Coordinator
REPORTS TO: Head of Information Technology
CAMPUS: Cilandak/IT Office

PURPOSE

The Technical Support and Multimedia Coordinator is responsible for overseeing the school's technical support and multimedia service operations. This position leads a team of technical specialists to ensure high-quality, efficient support for end-users, manages audiovisual (AV) operations for school events and learning environments, and ensures the reliability of IT and multimedia systems. The Coordinator works closely with school leadership and department heads to continuously improve service delivery, user experience, and integrate innovative technology solutions aligned with the school's goals.

QUALIFICATIONS, EXPERIENCES & ATTRIBUTES

- Bachelor's degree in Information Technology, Multimedia, Computer Science, or a related field
- Minimum 5 years of experience in IT support and multimedia operations, including at least 2 years in a leadership or supervisory role
- Strong technical expertise in both cross-platform IT environments (macOS, iOS, Windows) and AV systems (e.g., projectors, cameras, mixers, control systems such as Extron, Crestron)
- Proven experience managing help desk platforms, ticketing systems, and inventory tools
- Proficiency with multimedia production tools (e.g., Adobe Creative Suite, Final Cut Pro, OBS) and video conferencing systems (e.g., Zoom, Google Meet, Microsoft Teams)
- Solid understanding of networking protocols, troubleshooting principles, AV signal flow, and remote troubleshooting tools
- Exceptional organizational, communication, and leadership skills in both English and Indonesian
- Experience with cloud-based support tools and knowledge of mobile device management (MDM) systems
- Strong customer service mindset, with demonstrated ability to train, mentor, and lead a team
- Experience in budgeting and managing resources
- A clear commitment to Child Safeguarding and maintaining a safe and secure technology environment

DUTIES AND RESPONSIBILITIES

Team Leadership & Supervision

- Lead and supervise the Technical Support & Multimedia team to ensure high-quality service to staff, students, and guests.
- Assign daily support tasks and oversee ticket management, ensuring that service level agreements (SLAs) are met and issues are resolved within established timelines.
- Provide coaching, feedback, and development opportunities for team members, fostering a collaborative and effective team environment.
- Oversee the recruitment, onboarding, and training of new team members, ensuring they are prepared to meet department objectives.
- Coordinate team schedules to ensure adequate coverage for on-site support, event assistance, and project work.

Help Desk Operations & Service Quality

- Manage and maintain the school's help desk platform, ensuring effective issue tracking, resolution, and continuous improvement.
- Utilize data analytics to monitor support trends and proactively identify areas for training, process optimization, or workflow improvements.
- Ensure accurate and detailed documentation of issues, resolutions, inventory, and procedures for future reference and knowledge sharing.
- Maintain, audit, and optimize hardware and software inventory records, ensuring resources are

allocated effectively and efficiently.

Multimedia & Event Coordination

- Oversee AV support for schoolwide events, assemblies, classes, and special projects, ensuring seamless multimedia integration.
- Plan and coordinate AV setups for major events, ensuring equipment readiness, live streaming, and recording are executed smoothly.
- Provide ongoing training for faculty and staff in using AV control systems (e.g., Extron, Crestron, audio mixing, and live streaming tools) across campus spaces.
- Guide and supervise basic video production tasks, including camera operation, video editing workflows, and content creation for school events.

Project Planning & Collaboration

- Collaborate with the Head of Technology to plan and implement technology upgrades, multimedia projects, and other initiatives.
- Work closely with academic and administrative departments to align IT and multimedia support services with teaching, learning, and communication needs.
- Liaise with external vendors for procurement, maintenance, and support agreements, ensuring cost-effectiveness and alignment with school goals.
- Coordinate with the Network Infrastructure Engineer, Server Engineer (AD, DNS, DHCP), and Application Engineer (e.g., MDM systems) to ensure smooth operations across all IT systems and infrastructure.

Professional Development & Innovation

- Stay updated on emerging trends in educational IT, AV technology integration, and cloud-based support solutions.
- Promote continuous improvement and innovation in help desk and AV operations, incorporating new technologies and best practices.

Professional Dispositions and Responsibilities

- Embrace and promote the JIS Learning Dispositions: Resilience, Resourcefulness, Relating, and Reflecting.
- Stay current with industry trends and emerging technologies to ensure JIS remains at the forefront of educational technology innovation.
- Perform other related duties as assigned by the Head of Information Technology.

TO APPLY
Interested candidates should apply directly by email to recruitment@jisedu.or.id.

Please submit the following materials as separate PDF attachments in one email:

- Cover letter expressing interest in the position
- Current resume
- List of three to five professional references with name, phone number, and email address (references will not be contacted without the candidate's permission)

Safe Recruitment Statement

At Jakarta Intercultural School (JIS), we are committed to ensuring the safety and well-being of all our students. As part of this commitment, we have implemented rigorous recruitment policies and procedures designed to safeguard our students and uphold the highest standards of child protection.

Our recruitment process includes:

- Thorough verification of the identity and qualifications of all candidates.
- Obtaining and corroborating professional and character references.
- Performing comprehensive background checks in all countries of residence.
- Conducting a multi-stage interview process, including scenario-based questions to evaluate how candidates handle situations related to student safety and well-being.

Child Safeguarding Policy

JIS has a robust Child Safeguarding policy that seeks to protect our students, their families, and the entire JIS community. This policy ensures that all students have the right to protection and access to confidential support systems. As part of this policy, all community members with access to students must undergo annual child safeguarding training to stay informed and vigilant in protecting our students.

By maintaining these stringent recruitment practices, JIS ensures that our educational environment remains safe, nurturing, and conducive to the well-being and development of every student.