

POSITION: Technical Support and Multimedia Specialist
REPORTS TO: Technical Support and Multimedia Coordinator
CAMPUS: Cilandak/IT Office

PURPOSE

The Technical Support & Multimedia Specialist is a dual-role position that ensures reliable day-to-day support for both technology systems and multimedia operations. This specialist provides technical assistance for school hardware, software, and user devices, while also supporting audiovisual needs for school events, classrooms, and content creation. Working closely with the Technical Support & Multimedia Coordinator, this role is essential in delivering a high-quality user experience and maintaining smooth, integrated tech and AV operations across the school.

QUALIFICATIONS, EXPERIENCES & ATTRIBUTES

- Bachelor's degree in Computer Science, Information Technology, Multimedia, or a related field
- Proven experience in both technical support and multimedia operations; background in an educational environment is highly desirable
- Strong working knowledge of Apple platforms, including macOS and iOS environments
- Proficiency with AV systems, including microphones, cameras, projectors, video switchers, lighting equipment, and AV control systems such as Extron, Crestron, or similar
- Experience operating video cameras for live and recorded productions; basic video editing skills using tools such as Adobe Premiere, Final Cut Pro, or iMovie
- Familiarity with video conferencing platforms (Zoom, Google Meet, Microsoft Teams) and live streaming tools (e.g., OBS)
- Basic understanding of networking and audio/video signal flow
- Strong written and verbal communication skills in both English and Indonesian
- Collaborative mindset with a strong commitment to customer service
- A clear commitment to Child Safeguarding and maintaining a safe and secure technology environment

DUTIES AND RESPONSIBILITIES

Technical Support and Help Desk Operations

- Provide responsive support to staff and students experiencing hardware, software, or network issues via help desk channels.
- Monitor, log, and manage support tickets using the school's help desk system, ensuring timely and complete resolution of issues.
- Troubleshoot issues across multiple platforms and escalate complex cases when necessary.
- Collaborate with internal teams and vendors to support device repairs, replacements, and warranty processes.
- Maintain up-to-date documentation on support procedures, asset inventory, and user guides.
- Ensure service level expectations are met and work toward continuous improvement in workflows to enhance service efficiency.

Multimedia and Event Support

- Set up, operate, and troubleshoot AV equipment for school events, assemblies, meetings, and classroom activities.
- Operate AV control systems such as Extron, Crestron, or similar to manage integrated audiovisual environments in classrooms, auditoriums, and meeting rooms.
- Serve as a cameraman for school events and productions, ensuring high-quality footage.
- Perform basic video editing tasks for internal documentation, promotional materials, and classroom content.
- Provide technical support for live and recorded streaming, hybrid learning environments, and video conferencing setups.
- Maintain, test, and troubleshoot multimedia equipment, including cameras, projectors, displays, microphones, audio mixers, and lighting systems.
- Ensure readiness and smooth execution of AV setups during school functions, including event-specific support and multimedia content creation.

Collaboration and Improvement

- Collaborate with the Help Desk and Multimedia Coordinator, IT staff, and other departments to resolve complex technical or AV issues.
- Contribute to the improvement of support workflows, knowledge bases, and internal procedures, suggesting new technology solutions that align with the school's multimedia environment.
- Participate in cross-functional projects related to school technology and multimedia initiatives, ensuring the integration of new technologies for future growth.

Professional Growth and Service Orientation

- Actively pursue professional development opportunities in both IT and AV/multimedia technologies, keeping up to date with emerging industry trends.
- Maintain a user-focused, service-oriented mindset in all interactions, ensuring quality customer service and issue resolution.

Professional Dispositions and Responsibilities

- Embrace and promote the JIS Learning Dispositions: Resilience, Resourcefulness, Relating, and Reflecting.
- Perform other related duties as assigned by the Technical Support and Multimedia Coordinator and 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.