

TITLE: IT Support Staff_PAC

QUALIFICATIONS: Experience and Expertise in Technical Support of Staff, Networking and Computer systems including Windows OS and/or Macintosh OS. Preferred experience/skills with use of sound board/systems, audio/visual equipment & lighting systems and/or experience in performing arts venues.

REPORTS TO: Director of Business Services & Technology

JOB GOAL: Meet the needs of students and staff of Coal City Community Unit #1 by providing the best possible computer and network services and provide technical support for day to day staff technical support items.

IT SUPPORT STAFF PERFORMANCE RESPONSIBILITIES:

To perform all duties in a professional, accurate and timely manner.

1. Respond to immediate technical support issues including hardware, network and software problems.
2. Configure new hardware and maintain/repair/troubleshoot existing hardware.
3. Assist with the installation and configure software.
4. Support peripherals on the network including but not limited to printers, scanners, digital cameras, copiers and telephone systems.
5. Provide Audio/Visual support for district users by setting-up/tearing-down portable sound equipment and videography of district events.
6. Support the Performing Art Center technology needs including:
 - a. Sound board and microphone systems
 - b. Lighting and lighting control systems
 - c. Providing support and supervision of Performing Arts Center during school sponsored and events held by outside entities
7. Document procedures and technical support activities/tickets.
8. Maintain inventory of hardware, software and peripherals.
9. Other duties as assigned by Director of Business Services & Technology.

TERMS OF EMPLOYMENT: 220 day contract, typical hours 2 pm – 10 pm, with terms and conditions to be determined annually by the Board of Education upon recommendation of the Superintendent. Other benefits and work conditions are as per established Board of Education policies.

EVALUATION: Evaluation will be in March by Director of Business Services & Technology