

**IT/AV Specialist**

**Location:** Donnelly College, Kansas City, Kansas

**Full/Part Time:** Full-Time **Exempt/Non-Exempt:** Exempt

**Position Reports to:** Director of IT Services

# ABOUT DONNELLY COLLEGE

Donnelly College, located in the heart of Kansas City, Kansas, is an independent, coeducational, Catholic institution founded by the Benedictine Sisters of Mount St. Scholastica and sponsored by the Archdiocese of Kansas City in Kansas. The college was established in 1949 to meet the needs of urban immigrants and the working class, with special focus on “those who might not otherwise be served.” Today, Donnelly continues that tradition by providing access and affordable education within a culture that promotes student success and by serving as the region’s only federally designated Minority Serving Institution and Hispanic Serving Institution. Our community is proud of the rich racial and ethnic diversity of our students, staff and faculty and how that diversity supports our learning environment. Through a strong general education curriculum integrated with career-oriented majors, Donnelly College offers programs leading to bachelor and associate degrees and certificates. To find out more, please visit [www.donnelly.edu.](http://www.donnelly.edu/)

# JOB SUMMARY

The IT/AV Specialist position is responsible for providing excellent customer service and technical support to students, faculty, staff, facilitators and other users of the College. This person is also responsible for daily operations of the IT Help Desk, including procurement, deployment, troubleshooting and inventorying of IT/AV hardware and software in classrooms, offices, conference rooms, and presentation spaces. This position is also responsible for assisting in problem solving, infrastructure support, and take the lead in instructional technology projects. This is a collaborative position responsible for partnering with IT functional areas on a variety projects and involves a combination of technical expertise and customer service.

# RESPONSIBILITIES

* Answer Help Desk calls and provide immediate problem resolution or escalation to appropriate level of support management
* Evaluate and maintain documentation as it relates to the support services offered by the Help Desk.
* Assist students with hardware or software problems in the computer lab.
* Assist students, faculty and staff to access their online platforms such as learning management systems, student information systems, email and other online platforms and web-based applications.
* Respond to requests for technical assistance by phone, email and/or using a ticket management system.
* Install, maintain and support specialized/approved software used by the different departments in classrooms and offices.
* Provide oversight to interns, volunteers and work-study elements in the IT department to maintain the Help Desk duties.
* Provide training and technical assistance for users on AV equipment, PC equipment, computer labs, printer equipment.
* Troubleshooting of IT and AV equipment in standard meeting rooms, classrooms, computer labs, and faculty and staff offices.
* Testing IT/AV equipment before presentations.
* Perform basic network troubleshooting and resolve access and connectivity issues.
* Configure workstations for end users utilizing a standard desktop configuration.
* Provide end user support for on-site printing/copying/multifunction services.
* Provide end user support for mobile devices.
* Arrange with IT vendors for repair or disposal of broken equipment and interfaces that cannot be handled within the College
* Perform inventory of Donnelly College IT and AV assets.
* Conduct periodic preventative equipment maintenance in all classrooms, conference and presentation rooms.
* Communicate with staff, faculty, and students as required to carry out position responsibilities.
* Communicate with the Director of IT Services as required to carry out position responsibilities.
* Contribute directly to the mission of Donnelly College by being actively involved in the community, including but not limited to, participate in scholarly activities so to enrich and broaden the student experience, serving and participating in fundraisers and overall outreach.
* Other duties as needed assigned by supervisor to maintain efficient and effective daily operations.

# QUALIFICATIONS

* Bachelor’s degree in Information Technology or equivalent IT experience/certifications.
* Experienced in supporting and deploying Microsoft products, especially Windows 10 and Office 365.
* Must have a strong familiarity with desktop hardware, network printers, VoIP phones.
* Basic understanding of network protocols and terminology.
* Basic understanding of the Windows server environment, security permissions, group policy, remote desktop, windows updates
* Familiarity with video conference platforms (Skype for Business, Zoom, etc.) web camera conferencing, and other AV systems.
* Familiarity with sound systems, wireless microphones, etc.
* Ability to troubleshoot and deploy workstations, printers, phone, wireless and A/V equipment such as projectors, ELMO devices, TV, touchscreen boards.
* Must be customer-service oriented. Must always look for ways to improve customer support.
* Well organized, detail oriented and able to self-manage with little supervision.
* Excellent oral and written communications skills.
* Ability to maintain an established work schedule.
* Ability to interact with customers cordially, understand their problems, give solutions and follow up as needed