

Title: IT Systems and Audio/Visual Specialist

Reports To: The Manager of Information Technology Operations.

Qualifications/Profile:

Bachelor's degree or diploma in Information Technology, Computer Science, Information Systems, or a related field, with proven experience in IT systems administration, computer networking, hardware and software support, and audio-visual technologies. Strong technical knowledge, excellent troubleshooting, communication, and customer service skills, and the ability to support school events, including occasional evenings or weekends, are essential.

Overall:

The IT Systems and Audio/Visual Specialist is responsible for supporting and maintaining the school's IT infrastructure and audio-visual systems to ensure reliable, secure, and efficient technology services. The role includes systems administration, computer networking, hardware and software support, troubleshooting, and audio-visual support for classrooms, meetings, and school events. The successful candidate will work collaboratively with staff and students to deliver high-quality technical solutions and ensure the effective operation of technology across the school.

Duties & Responsibilities:

Systems Administration:

- Manage Google Workspace for Education (GWSfE) including
 - setting up emails for staff and students;
 - Creating and maintaining distribution lists, groups, and email security;
 - Create and maintain Shared Drives and Calendars;
 - Administer organizational units for permissions and role adjustments;
 - Implement the latest security protocols related to email and data protection.
- Administer the Student Information System (SIS) in coordination with respective Admin Staff (HR, Admissions, admin assistants, etc.) and Administrators (Principals, Coordinators, etc.).
- Administer the Learning Management System (LMS) in collaboration with the Manager of IT Operations (MITO) and Director of Digital Learning and Tech Integration (DDLI).
- Provide education and training to staff related to Google Workspace, Learning Management System, and Student Information System when needed.
- Administer loaner laptops and peripheral devices, including inventory management.
- Assist the MITO and Communications and Marketing Director in the management and administration of the website, including training on the content management system (CMS).
- Ensure data (from GWSfE, SIS, LMS and FINACS) is stored securely and backed up regularly.
- Diagnose and resolve hardware, software, networking, and system issues in coordination with the Netcom support team.
- Coordinate with the MITO to ensure a plan for end-of-life devices aligns with the hardware cycle.
- Monitor systems' performance to ensure smooth and secure operations.
- Provide technical support as requested.
- Troubleshoot hardware and software errors, document problems and resolutions, analyze recurring problems, and assess the impact of issues.

Audio/Visual (A/V) Support

- Assist in solving and fixing technical problems related to A/V systems.
- Demonstrate understanding of digital mixing boards, amplification and speaker systems, and audio leveling technology.

- Ensure sound quality is optimal by performing sound checks in advance of performances or events and monitoring sound throughout.
- Work closely with staff and/or students prior to hosting events to decide on music and sound requirements and set up a plan accordingly via the Event IT request form.
- Assist in the recording/editing of sound for performances and oral examinations as needed by staff.
- Stay current with the newest developments in sound and video technologies and assist in planning for future upgrades.
- Demonstrate excellent planning and communication skills.

Skills and Aptitudes:

- Willingness to learn new systems independently and proactively.
- Proven experience in systems administration and audio-visual support.
- Strong technical skills in managing Google Workspace for Education, Learning Management Systems, and Student Information Systems.
- Advanced knowledge of A/V systems and sound technologies.
- Excellent problem-solving and troubleshooting abilities.
- Show willingness to learn new technologies related to audio and video recording equipment and software.
- Strong communication and interpersonal skills.
- Maintain confidentiality and discretion in handling and processing confidential information and data.
- Ability to work collaboratively with staff and students.
- Ability to work under pressure and manage multiple tasks simultaneously.
- Willingness to stay updated with the latest technology trends and advancements.
- A sense of humor.
- Attention to detail and strong organizational skills.

Personal Qualities

- Strong problem-solving and analytical skills.
- Excellent communication and interpersonal skills.
- Customer-focused with a service-oriented approach.
- Proactive, adaptable, and able to work independently.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.
- Collaborative team player with a positive attitude.
- High level of professionalism, integrity, and confidentiality.
- Flexible and willing to work outside normal hours, including evenings or weekends, to meet the needs of the school.

Terms of Employment:

The work calendar, contract terms, salary (in accordance with the AISL salary scale), and benefits applicable to the IT Systems and Audio/Visual Specialist position shall be determined by the Superintendent.

Performance Evaluation:

The Supervisor will evaluate the job performance of the IT Systems and Audio/Visual Specialist annually in accordance with procedures outlined in contract and AISL Board Policy.