Job Title: IT Class Support and Media Services Technician

Job ID: 500271

Full/Part Time: Full Time

Regular/Temporary: Regular

Job Code: 0420 Info Tech Consultant

Job Grade: Expert

Salary From: $6,249 Salary To: $8,200 If applicable

Department: IT Classroom & Media Svcs-8223

Major Duties

Under general supervision, the IT Classroom Support and Media Services Technician provides on-site and telephonic technical support through the Classroom Technology call center. The incumbent maintains, renovates, repairs, installs, upgrades, tests, programs, and monitors audio-visual equipment, Extron control systems, and classroom PC's college-wide in a variety of instructional spaces, including auditoriums, large lecture halls, computer labs, and conference rooms.

- Responsible for the installation, renovation, integration, maintenance and upgrade of multimedia classroom devices, software, and other instructional related equipment.
- Provides on-site training for instructional related equipment, classroom control systems, and presentation software.
- Responsible for designing, configuring, implementing, and optimizing enterprise audiovisual solutions campus-wide, especially focusing on modernization- moving from antiquated analog to digital audiovisual systems.
- Performs other duties as assigned.

Qualifications

- Equivalent to graduation from an accredited four-year college or university in Computer Science or a job-related field.
- Equivalent to five years of full-time, progressively responsible field-related experience, including one year of project management, team leadership, systems implementation and development.
- Experience training, mentoring, and overseeing staff and students to prepare them for technical customer support roles in a large educational institutional setting, preferred.
- Experience providing expert technical support to faculty in a large educational institutional setting, also preferred.

Knowledge, Skills, & Abilities

- Working knowledge of desktop software troubleshooting practices. Additionally, possess audiovisual knowledge related to desktop computers, LCD/LED monitors and flat panels power supplies, video/audio conference equipment, amplifiers, microphones, scalers, front and rear projection systems, plasma panels, smart boards, control systems, touch panels, Global Viewer Enterprise, Extron controllers, digital signal switches, matrix switches, digital audio visual processors, digital signal analyzers, digital I/O ports,RS232, and digital audiovisual interface standards such as VGA, DVI, DP, and HDMI.
• Knowledge of Windows Operating Systems, Microsoft Office, and standard campus web browsers such as Internet Explorer and Firefox.

• Work experience in Technical Support/Customer Service environment or related field. Excellent customer service skills. Training and Experience working with Epson, Sony, Extron, preferred. Experience using a case management/ticketing system to track customer calls.

• Ability to: assess faculty needs; analyze problems and propose effective solutions; understand functional and procedural requirements and develop alternative solutions and communicate effectively both orally and in writing; make presentations; conduct meetings; provide user training; and establish and maintain effective working relationships with others.

Pay, Benefits, & Work Schedule

The university offers an excellent benefits package, including but not limited to; medical, dental, vision, retirement & savings, tuition waiver and more.

The salary range for this classification is: $6,249 - $12,100 per month. The anticipated HIRING RANGE: $6,249 - $8,200, dependent upon qualifications and experience.

HOURS: Full-Time; 40 hours per week; Monday through Friday; may include evening and weekends

REG: This is a Regular position with a one-year probationary period.

General Information

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

How to Apply

Candidates should apply by completing the CSUN on-line application utilizing http://bit.ly/HR_CSUN link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Initial review begins July 22, 2021 and will be considered in the initial review and review will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below:
http://www.csun.edu/careers/

Equal Employment Opportunity

California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.

(7/20/21)