Job Title: IT Classroom Support and Media Services Technician

Job ID: 8643

Full/Part Time: Full Time

Regular/Temporary: Regular

Job Code: 0420 Information Technology Consultant - 12

Job Grade: Career

Salary From: $4,372 Salary To: $10,792

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; regularly provides on-site training for instructional related equipment, classroom control systems, and presentation software.

**Qualifications**
Equivalent to graduation from an accredited four-year college or university in a related field. Certification training and applied experience may be substituted for the required education, on a year-for-year basis. Three years of full-time, progressively responsible experience in Technical Support/Customer Services or related field that includes knowledge of relevant hardware, software, maintenance, and user support. Experience with classroom and lecture hall settings and "smart" equipment installations is preferred. Training and experience working with Epson, Sony, Extron, Sencore, and Blonder Tongue, is preferred. Experience using a case management/ticketing system to track customer calls.

**Knowledge, Skills, & Abilities**
Thorough knowledge of a variety of software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems. Working knowledge of desktop software troubleshooting practices. Additionally, possess audiovisual knowledge related to video/audio conference equipment, amplifiers, microphones, scan converters, 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. Knowledge of Windows Operating Systems, Microsoft Office, standard campus web browsers such as Internet Explorer and Firefox; and video conference systems such as Tandberg, Polycom, and Cisco. Ability and specialized skills to: apply and assess user needs; identify, analyze and address user problems; analyze problems and propose effective solutions; understand functional and procedural requirements and develop alternative solutions; relate system solutions to departmental management and staff; communicate effectively both orally and in writing; possess excellent customer service skills; make presentations; conduct meetings; develop and/or provide user training; and establish and maintain cooperative working relationships with students, faculty, staff, and administration.

**Pay, Benefits, & Work Schedule**
The university offers an excellent benefits package.

The salary range for this classification is: $4,372 - $10,792 per month.
The anticipated HIRING RANGE: $4,372 - $6,500, dependent upon qualifications and experience.

HOURS: Full-Time; 40 hours per week; 11:00am - 10:00pm, Monday through Thursday. May include some evenings 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 November 14, 2019 and 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.