Carleton College Exempt Position Description

Job Title: Presentation Technologies Specialist
Grade: 11
Reports To (Title): Director of Technology Support
Department: Information Technology Services (ITS)
Division: Dean of College
Revision Date: September 2021

Position Overview:

As a member of the Presentation, Events, and Production Support (PEPS) team of ITS, this position is responsible for the maintenance of presentation technologies, especially in classrooms, at Carleton College. Duties include performing scheduled and unscheduled maintenance of installed equipment, monitoring and resolving of online alerts, troubleshooting problems, assisting with the installation of new technologies and providing training on all aspects of presentation technology use. PEPS is a team of four full-time employees and 30+ student workers who work collaboratively within ITS and with Academic Technologists, the ITS Helpdesk, the Registrar's Office, Campus Services, and others in providing seamless support of classroom and presentation technologies across campus.

Essential Job Functions/Responsibilities:

60% Presentation Technologies with Emphasis on Classroom Technology
- Install new and replacement presentation and classroom technologies on campus.
- Provide maintenance, trouble-shooting, and repair of installed AV equipment in classrooms, meeting spaces, and conference settings.
- Assist in programming, maintaining, monitoring, and updating control systems (currently Crestron).
- Secondary support for campus events, including AV setup and teardown (occasionally on nights and weekends).

35% Management of equipment and students
- Primary management of PEPS loaner pool equipment and checkout center, including maintaining inventory, training staff, and maintaining checkout software.
- Lead role in maintaining PEPS asset inventory.
- Train and supervise student workers in concert with other PEPS staff members

5% Professional development
- Stay up-to-date on classroom and other presentation technologies and actively pursue emerging technologies.

Additional Job Responsibilities:
The PEPS team is a single point of contact for all presentation technologies and event support. When special projects or workloads warrant, the Presentation Technologies Specialist will assist other members of the team in providing these services more generally.

Describe Supervision Received and Exercised: None

NOTE: This job description is not intended to be all inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Education/Experience/Skills (supported by job duties):
Required:
- Bachelor's degree with relevant student work experience in AV support
  OR
- Associate Degree with 2 years professional experience in AV support or equivalent experience

Preferred:

In addition to meeting one of the above required education the following are deemed essential skills and experience for the position:
- Strong customer service orientation and ability to work well with students, faculty, and staff
- Detail oriented and organized
- Curiosity, with a flexible approach to problem resolution
- Willingness and ability to consistently acquire new knowledge and skills
- Demonstrated ability to work as part of a team
- Excellent oral and written communication skills
- Experience with web-based call tracking systems
- Willingness to work occasional nights and weekends
- Valid Driver's license and can qualify as campus driver

Physical requirements:
- Ability to lift 50 pounds
- Ability to work atop ladders

In addition to the above required, the following experience is highly desired:
- 4 years of experience with presentation and classroom technologies, networking, or computer support
- Experience working in a College or University AV department
- Extensive experience with presentation technologies
- Control system programming experience
- Crestron programming experience
- Experience supervising students