



The Buckley School is a dynamic, nurturing learning community committed to equity and inclusion, and as such, seeks to hire talented employees with diverse backgrounds.

## Audio Visual/IT Technician

### GENERAL SUMMARY

This position combines audio-visual (AV) and information technology (IT) support. This individual will work with and be a liaison to various constituents on campus to provide AV support and schedule events taking place in the Center for Community and the Arts (CCA), and other campus areas. This individual is responsible for the day-to-day operation management of all AV systems throughout campus and will also provide level-one IT support for computers, peripherals, and mobile devices. This is a full-time, non-exempt 12-month position that reports to the Help Desk Manager and works closely with departments including the arts, advancement, admission, and school divisions.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

#### AV Support

- Serve as primary AV technician for various sized meetings and events as directed in classrooms, meeting spaces, and the CCA, including space scheduling via an event calendar, setting up and managing basic audio and visual needs, which include sound mixers, speakers, microphones, projectors, and displays.
- Meet with event organizers, and ensure that equipment is set up, tested, and ready for use, including troubleshooting issues during the event
- Proactively contact and train employees to use the AV equipment in classrooms and meeting spaces, including conducting in-person training and creating documentation
- Provide AV support to and act as liaison between outsourced professional service providers, technology department, and event directors for events such as drama, dance, concerts, and rehearsals
- Manage and maintain, and serve as escalation support for, AV equipment assets which include projectors, displays, speakers, conference cameras and microphones, sound mixers, AV network routing, AV cabling, digital signage, live streaming, and clock/paging systems
- Proactively identify potential campus AV improvements and project manage work of third-party contractors as needed for installation, repair, and upgrades of small to mid-size installations, including defining needs, analyzing bids, and making vendor recommendations
- Receive and respond in a timely manner to incoming calls and ticket submissions regarding end-user problems
- Develop and maintain system documentation and asset management
- Other duties and backup support as assigned

## **IT Support**

- Perform onsite analysis, diagnosis, and resolution of desktop problems for faculty, staff, and labs, and recommend and implement corrective solutions, including offsite repair for remote users as needed
- Install, configure, test, maintain, monitor, and troubleshoot faculty, staff, and lab workstations, tablets, peripherals, and related hardware and software in order to deliver required desktop service levels
- Install, upgrade, support, and troubleshoot Windows and macOS platforms and any other authorized desktop applications
- Collaborate with system administrator(s) to ensure efficient operation of the company's desktop computing environment
- Work with vendor support contacts to resolve technical issues within the desktop environment
- Provide other technical services as necessary for the successful completion of projects
- Maintain adequate knowledge of operating systems and application software used to provide a very high level of support
- Perform onsite analysis, diagnosis, and resolution of network connectivity problems for approved student devices and recommend and implement corrective solutions as needed

## **EDUCATION AND/OR EXPERIENCE**

- Degree/Certificate in the AV field from a higher education institution or technical college or thorough working knowledge of and significant previous experience with AV systems and equipment is required
- Extensive experience in providing AV support services for school environments preferred
- Specific experience with Epson interactive projectors, SMART Technologies displays, Crestron switchers and control systems, video conferencing systems, portable PA/audio devices, amplifiers, mixing boards, paging, digital signage, and streaming technologies preferred
- Experience with help desk software (K1000) and MDM (Jamf) preferred
- InfoComm certification: CTS, CTS-D, CTS-I preferred

## **SKILLS, KNOWLEDGE AND ABILITIES**

- Extensive working knowledge of AV equipment such as projectors, displays, speakers, conference cameras, microphones and platforms (e.g. Crestron, Aver, Shure, Zoom)
- Basic knowledge of sound equipment and supplies—mixer boards, amps, speakers, cabling and patching, and microphones
- Display strong project management skills and ability to meet deadlines with little to no supervision on AV projects and events
- Ability to manage inventory, identify, and coordinate equipment refreshes as needed
- Working knowledge of Google Workplace or Microsoft Suite
- Working knowledge of Apple and Windows hardware
- Outstanding customer service skills

- Demonstrated ability to work collaboratively with diverse populations, including students, parents, and faculty/staff
- Good organizational skills- paperwork, patching, computer work, notes, remembering details
- First Aid. (First Aid and CPR certification required.)

## **COMPENSATION**

\$60,000 - \$72,000 per year

The base salary is separate from fringe benefits, such as retirement contributions, daily lunch, on-site parking, contributions to medical, dental, vision, life/AD&D plans, our generous time off policy, or potential stipends (for eligible employees). Our pay ranges are reasonable estimates of what the School anticipates paying for a role but are not guaranteed. If hired at The Buckley School, your actual base salary will be determined by your education and experience.

## **TO APPLY**

Interested candidates should send their resume to [jobs@buckley.org](mailto:jobs@buckley.org). In the cover letter/email please explain how you have included diversity, equity, and inclusion in your work with students or colleagues.

## **ABOUT THE SCHOOL**

The Buckley School, with 830 students, is one of the most respected independent schools in Los Angeles. Buckley is known for its unique educational philosophy, the 4-Fold Plan of Education, which melds a whole-child approach with elements of structure, as well as for its warm and nurturing educational environment.

The school's curriculum balances academics, the arts, physical development and ethical education. Buckley's creative, personalized approach to education emphasizes high academic standards for all students and includes traditional touches that develop the character and discipline that unlock students' potential.