

PRINCETON THEOLOGICAL SEMINARY
Position Description

- A. Title: Classroom and Media Support Specialist
- B. Status: (TBD)
- C. Purpose: Provide support to our user community through hardware and software support and training services.
- D. Supervision: The Classroom Support Specialist will report directly to the Associate Director of Support Services

E. Responsibilities:

1. Provide Support for Classroom Technology needs, including computer connections, projection and presentation systems, voice amplification and recording, lecture recording, VOIP and conference calls, web-based communication systems.
2. Work with users on problem resolution through phone, in person, and using remote support applications when applicable.
3. Work directly with end users to ensure proper operation of equipment and technology provided.
4. Create and enforce a preventative maintenance schedule for classroom and learning spaces.
5. Work with and escalate issues to external and internal vendors when support is needed for presentation systems.
6. Coordinate with Events and Hospitality team to ensure that basic presentation needs are met for internal and external groups.
7. Create technical and troubleshooting documentation for internal and external use for each classroom and learning space.
8. Maintain accurate internal equipment records for inventory and service history.
9. Provide recommendations for updating classroom and learning space equipment.

Education and Experience:

1. Bachelor Degree or greater in a technology field.
2. Strong troubleshooting and problem-solving skills are required.

3. Experience troubleshooting and repairing a variety of software and hardware, on both PC and Mac platforms, within a networked environment, including the Microsoft Office/WordPerfect suites, within a multi-user Microsoft Server networked environment.
4. Strong understanding of data networking/TCP-IP as it relates to presentation systems and recording services.
5. Working knowledge of current versions of macOS and Windows operating systems
6. Working Knowledge of communication systems including Skype, Zoom, Webex, telephony, webcams, etc.
7. Experience with SmartBoards and presentation systems (Projectors, Televisions, Mobile Media Carts) is highly recommended.
8. Strong interpersonal and communications skills with the ability to scale complex computer terminology to peers and administration.
9. Strong written and effective communication skills with an emphasis on technical writing and documentation.
10. Experience with audio/video and/or live event production is highly recommended.
11. Experience in Academic Technology support is recommended but not required.