POSITION DESCRIPTION

Title: IT Help Desk and AV Technician
Department: Operations
Supervisor: Information Technology Manager

About The College of Physicians of Philadelphia

Founded in 1787, The College of Physicians of Philadelphia (the "College") is one of the oldest professional medical organizations in the country and home to the Mütter Museum, the Historical Medical Library, HistoryofVaccines.org, a dynamic Center for Education, over 70 yearly public events, and a busy facilities rental calendar. More than 188,000 guests visit us annually and we are extremely proud of our Mission: *to advance the cause of health while upholding the ideals and heritage of medicine.*

Functions of Position

Responsible for providing first-level phone, and desk-side support for the College, including the Mütter Museum, Historical Medical Library and the Center for Education and Public Initiatives.

This position also operates as a lead AV technician for internal events amongst a team of trained AV technicians. The IT Help Desk Technician sets priorities regarding AV duties for internal events (including evenings), as much as possible through coordination with the Operations Department.

AV responsibilities include both on-site events and virtual events using Zoom, Microsoft Teams, and other platforms, as necessary.

Level of Responsibility

Works under the general supervision of and reports to the Information Technology Manager, as overseen by Operations Department control. The IT Help Desk Technician supports the overall vision, procedures and protocols, as defined by the Operations Department.

Requirements

Education/Experience:
- Three (3) years of work experience, or equivalent combination of education/training and experience.
- Experience with Audio/Visual equipment maintenance required.
- Experience with virtual event production and platforms required.

Knowledge/Skills/Abilities:
- Windows & Mac desktop systems administration.
- Windows Server experience.
- Remote productivity solutions.
- Microsoft Office 365 troubleshooting and administration .
- Microsoft Teams and Zoom.

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- Current Microsoft Windows and Apple macOS desktop and server products, including common firewall and antivirus software.
- Canon printing solutions.
- IP-based telephony systems.
- AV technology, including projectors, cameras, microphones and similar systems.
- Strong customer services and problem resolution skills.
- Good interpersonal skills.
- High degree of organization.
- Able to work as part of a team.
- Able to multi-task and be flexible.
- Must be efficient, self-directed and willing to think organizationally and maintain a team-player attitude in all aspects of work.
- Must be able to handle sensitive information and interact professionally with College staff and others.

Working Conditions/Physical Demands:
- Should be able to lift objects weighing up to fifty (50) lbs. to chest-height.
- Should be able to climb stairs and ladders.
- Should be able to bend and/or crouch down, and to complete work functions under desks and at ground level.
- May be required to perform the essential functions of the job during evening and/or weekend hours.
- Will be required to be on-call for weekend and weeknights, when scheduled, on average 2-3 times/week.
- Must be able to work both remotely and on-site at the College, as necessary.

Principal Duties and Responsibilities
- Basic administration of Windows network infrastructure.
- Basic administration of Office 365.
- Basic Phone administration for setups, transfers and adjustments.
- Networked printer support.
- Remote productivity support, including VPN software and remote access software (LogMeIn).
- Online meeting and presentation support (online event production).
- Works with Tech vendors to supervise installation of network maintenance.
- Identifies, researches, and resolves basic PC and phone-related technical problems.
- Responds to written, spoken and in-person requests for technical support.
- Tracks and monitors technical problems to ensure a timely resolution.
- Keeps electronic logs/documentation of work.
- Facilitates office moves for PC equipment.
- After-hours on-call systems support, when needed.
- Act as point person for AV point person and contact for all departments within the College, as well as external clients/vendors, as necessary, while fostering a perceived sense of ownership over AV.

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- Attends programming meetings to assure adequate AV capabilities are in place or possible.
- Provide oversight and advice on AV requirements for College programs. Help ensure AV aspects of all programs run smoothly.
- AV equipment setup and monitoring for internal events.
- AV equipment maintenance and troubleshooting to ensure equipment is operating as expected.
- Conducts routine maintenance checks, inventory of AV equipment and accessories and organizing of AV closets and areas.
- Makes suggestion for improvements to AV operations, equipment and infrastructure.
- Provides and monitors AV tech training for staff approved by Operations.
- Coordinates AV schedule needs with other trained AV techs on staff.
- Other duties, as assigned.

Salary/Benefits
This is a full-time position, exempt that receives a competitive non-profit salary with a generous benefits package.

To apply
Please **email** cover letter, resume, and desired salary range to:
tech@collegeofphysicians.org

Subject Line Must Read: IT Help Desk and AV Technician Position

Review of applications begins immediately and continues until position is filled.

The College of Physicians of Philadelphia is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.