



Information Technology – Audio Visual Technician

Summary: Under general supervision, the IT-AV Technician is responsible as part of IT duties for resolving helpdesk ticket items from internal staff members. S/He will provide integral support in the evaluation, implementation, integration, deployment, and maintenance of organization-wide software applications and support, maintenance, installation and deployment of all IT hardware devices. Responsibility as part of AV duties includes setting up, installing, operating, testing and troubleshooting all audio and video equipment, including the telephone system/s and supporting all organizational events that involve audio and visual equipment uses.

The ideal candidate has a positive attitude, superior customer service skills and is able to work collaboratively on a team as well as independently to address the IT needs of the organization

Essential Duties and Responsibilities:

IT Duties:

- Acting as the first responder to IT Helpdesk support calls for all levels of the organization
- Performs troubleshooting, parts replacement, upgrades, and/or repairs on user workstations
- Creating, updating, and disabling accounts in Active Directory
- Managing distribution lists
- Creating and managing Exchange accounts
- Supporting and maintaining company-wide applications
- Identifying problems and escalating opportunities for improvement on all software/networks
- Participation in IT planning meetings for determination of resources needed and strategizing alongside our IT consultant engineers
- Keeping office organized and e-waste or dispose of equipment no longer used
- Promotes and exemplifies in action, the mission, goals, policies, procedures and principles of RFHC to patients other clinic staff
- Other duties as assigned and requested

AV Duties:

- Set up and install equipment such as video screens, monitors, sound systems, recording equipment, microphones, projectors, connecting wires and cables for meetings, presentations, conferences and interviews
- Test and monitor all AV equipment on a regular basis
- Managing, setting up, changing content on LCD informational electronic bulletin boards
- Training all RFHN staff on the appropriate use of the Vocera personal intercom system including setting up Vocera groups and installing Vocera on cell phones of managers
- Maintaining the QMATIC queuing system including changing ticket tape, arranging for vendor service and repair, updating configurations of screens and screen decision trees
- Managing all phone hardware, working with phone vendor on software configurations, training staff on how to use the telephone and assigning phone numbers on Voice Over IP (VOIP) telephone system
- Assuring that sound masking in all buildings is effectively preventing private information from being heard

- Send in equipment for repair as needed
- Diagnose and troubleshoot media system problems
- Work with presenters/speakers to properly set up equipment and ensure all AV systems are running smoothly prior to any meetings/presentations including video conferencing
- Evaluates new AV technologies for possible application to the Center
- Maintains inventory of all AV equipment, maintenance logs, etc.
- Promotes and exemplifies in action, the mission, goals, policies, procedures and principles of RFHC to patients other clinic staff
- Other duties as assigned and requested.

Qualifications:

- AS/BS in Computer Science, MIS or related technical field and two years experience OR 3 years working in the IT field required
- Direct experience with various fixed/portable audio-visual systems and equipment
- Experience operating AV briefing systems including but not limited to: sound systems, video projection systems and video interface devices
- Ability to navigate helpdesk support applications
- Ability to troubleshoot common hardware/software issues required
- Ability to independently improve skills through online learning applications and webinars
- Proficiency in Microsoft Desktop Operating Systems and Office Suites required
- Basic Knowledge of Windows servers 2003/2008/2012
- Basic networking knowledge preferred
- Detail-oriented with a high degree of accuracy, organized, able to follow through with projects
- Excellent customer service skills and professional demeanor
- Ability to multi-task and prioritize competing action items
- Excellent communications skills (verbal, written, and interpersonal)
- Experience working in healthcare/clinical setting a plus

Qualified applicants please submit resumes to resumes@ravenswoodfhc.org or fax to 650.321.8576