

## POSITION DESCRIPTION

### POSITION TITLE

Helpdesk I / Media Technician

**DEPARTMENT:** Information Technology  
**REPORTS TO:** Director of Information Technology  
**SUPERVISES:** Work-study students  
**PAY GRADE:** Salary, Exempt  
**WORK SCHEDULE:** Full-time, Sunday through Thursday, 9:30am to 6pm

### POSITION DESCRIPTION

Are you an Audio Visual and HelpDesk guru looking to make a difference daily in a tight-knit, dynamic community of creative thinkers? If so, NHIA wants to speak to you!

As our primary Academic Media Technician/Helpdesk individual you will deliver high quality, ongoing support to meet the curricular and community programming needs of the New Hampshire Institute of Art (NHIA). You will do this by assisting faculty, staff, and students with their technology needs. This will include support of classroom and presentation (audio/video) technologies, both specialized and general purpose printers and copiers, discipline-specific technologies and media, as well as primary support and training of faculty and students in the use of the college's learning management system (LMS) Canvas and e-portfolio system Pathbrite.

### RESPONSIBILITIES

Responsibilities include, but are not limited to, the following duties:

- You will staff and answer our Helpdesk email and phone line. Act as a first line of defense for basic computer issues such as: password resets, help with application usage and sign in, and the basic operation of our software platforms.
- You will provide personal support for the college's technology, respond to support requests from our community, check the functionality of the technology as needed, and regularly ensure that all equipment is in working order.
- You will build and maintain a hardware and software inventory of NHIA's technology assets
- You will create a technology recycling program.
- In partnership with and academic deans and Library Director, you will support and train faculty and students on instructional technologies and provide scheduled training sessions and regular drop-in support hours. We want someone willing to spend time with end users.
- You will work closely with the Library Director and department chairpersons to build a media and equipment checkout system.
- You will maintain classroom and campus technologies and equipment, projectors, displays, printers, and copiers as well as handle NHIA's digital labs and printing, and lead work-study staffing to support the labs and resolve technology requests.
- You will set up, provide support for, and break down multimedia technology for classes and special public events.
- You will stay on top of industry standard methodologies, emerging technologies, and potential new educational uses for such technologies, and assist in the evaluation and implementation of same.
- You will collaborate with the Director of IT and department studio lab managers to ensure that NHIA has adequate technology infrastructure for the technology-enhanced curricular goals of the college.

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- You will partner with our Director of IT in the planning, installation, integration, and security of room technologies and related hardware components in a manner that is timely and consistent with standard methodologies, and provides secure and safe end-user access.
  - You will be required to occasionally travel between our campuses in Manchester and Peterborough/Sharon NH by vehicle.

The New Hampshire Institute of Art (NHIA) is an equal opportunity employer and values diversity at our college. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

## **MINIMUM QUALIFICATIONS**

Our new Academic Media / Helpdesk Technician will possess the following qualifications:

- A bachelor's degree or equivalent experience.
- Superb communication and interpersonal skills.
- The ability to work independently in a multi-tasking environment.
- Familiarity with both Windows and MacOS operating systems and a working knowledge of Active Directory / Windows Server.
- Knowledge of and experience with classroom presentation (AV) and peripheral technologies including supporting and/or integrating (AV) media presentation technologies, and related skills such as file transfer, production, or distribution of digital media files and resources.
- Proficiency in the use of e-mail, word processing, spreadsheet, database, presentation software, and the Internet to access data, maintain records, generate reports, and communicate and collaborate with others.
- Ability to train and support students, instructors, and administrators in their access to and use of technologies in an educational context.

## **PREFERRED QUALIFICATIONS**

Our ideal Academic Media Technician will also:

- Have prior experience using or administering Canvas or a similar learning management system in a higher education setting.
- Have additional relevant experience, including an appropriate combination of teaching, supervisory, or other experience as an instructional designer, interdisciplinary collaborator, and/or technology support and integration in an academic environment.

## **APPLICATION DATE**

Priority will be given to applications received prior to July 20, 2018.

## **START DATE**

August 1, 2018

## **INSTITUTION**

### **About the New Hampshire Institute of Art**

The New Hampshire Institute of Art (NHIA) is the oldest and largest non-profit arts institution in New Hampshire, founded in 1898 and today offering undergraduate (BFA, Dual Degree BFA/MAT), graduate (MFA, MAT), and community education programs (Youth Arts,

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Pre-College, Community Education, and Professional Development) serving almost 2,000 students annually on two campuses in Manchester and Sharon/Peterborough, New Hampshire.

NHIA is accredited by the National Association of Schools of Art and Design (NASAD) and the New England Association of Schools and Colleges (NEASC). NHIA is also a member of the Association of Independent Colleges of Art and Design (AICAD). For more information visit [www.nhia.edu](http://www.nhia.edu).

**How to Apply:** NHIA seeks to recruit and retain a diverse workforce and encourages qualified candidates across all group demographics to apply. Interested candidates should email a letter of interest, resume, and 3-5 references (*which will not be contacted without prior notice to the candidate*), to [HR@nhia.edu](mailto:HR@nhia.edu). The position title must be included in the Subject line of your email. Due to the number of resumes received, only those being considered will be contacted.