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A CAMPUS OF COLUMBIA COLLEGE HOLLYWOOD

Job Title: **IT & Production Support**
Department: IT – LA Campus
Supervisor: Manager, IT & Production Services
FLSA Status: Full Time, Non-Exempt, Hourly

Summary

Ensures smooth and efficient operation of the computer, networking, printing, copier, AV and VoIP phone systems throughout the campus. This includes all employee computers and laptops, lab computers and laptops and classroom, boardroom computers and laptops, both Apple and PC based systems.

Essential Duties and Responsibilities

- Computer set up and maintenance.
- Documenting and tracking update schedules for lab and employee computers.
- Troubleshoot hardware and software issues.
- Troubleshoot networking issues
- Phone systems programming and maintenance
- Audio/Visual set up and maintenance in the main theater, classrooms, library, etc.
- Windows and iOS set up and maintenance
- Respond, solve and close IT helpdesk submissions in a timely manner
- Helpful but not required; knowledge/understanding of film and sound editing software programs (Avid, Adobe Premiere, Pro Tools, etc.). Must be willing to learn.
- Other duties may be assigned.

Work Schedule

When students are attending classes, the regular work schedule is from 11:30 AM to 8 PM Tuesday through Friday and 8:30am to 5:00pm Saturdays. Occasional Saturday work may be required. When students are not attending classes, the regular work schedule is from 8:30 AM to 5:00 PM. Both schedules provide a 30-minute meal period.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Attendance/Punctuality** - Is consistently at work and on time (except for projected absences); arrives at meetings and appointments on time.

- **Judgment** -exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

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- **Job Knowledge** - Requires minimal supervision; displays understanding of how job relates to others.

- **Use of Technology** - Demonstrates required skills; uses technology to increase productivity; keeps technical skills up to date.

- **Problem Solving** - Identifies and resolves problems in a timely manner.

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.

- **Communications** - Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

- **Cooperation** - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers.

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

- **Ethics** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.

- **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

- **Personal Appearance** - Dresses appropriately for position; keeps self well groomed.

- **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments.

- **Quality** - Demonstrates accuracy and thoroughness; applies feedback to improve performance.

- **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

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Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree or equivalent from two-year college or technical school one-year related experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills To perform this job successfully, an individual should have knowledge of Google and Microsoft Office Word Processing software; Internet software, and Microsoft Excel Spreadsheet software.

Other Skills and Abilities

- Excellent multitasking skills
- Present a positive, welcoming, and helpful demeanor to all visitors and students
- Excellent customer service skills

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

Application Requirements:
Email the following to: hr@columbiacollege.edu
- Cover Letter
- Resume
- Salary Requirements