Job Title	Multimedia Lab Senior Technician
PVN ID	BM-1903-002992
Category	Information Technology
Location	BOROUGH OF MANHATTAN C. C.
Department	Information Resources and Technology
Status	Full Time
Annual Salary	$40,000.00 - $48,000.00
Hour(s) a Week	35
Closing Date	Jul 08, 2019 (Or Until Filled)

General Description

Multimedia labs provide a comprehensive variety of services supporting the use of information technology in the educational process. Students are provided with open labs which are available weekdays, weekends and until midnight most nights. Our diverse and talented staff provide assistance to students and faculty using technology in education, research, conferences and special events.

Other Duties

Responsibilities include the following:

- Support open Labs with daily operations, assist students and track usage, generate open lab student usage reports using AccuSQL and Accudemia software.
- Support and maintain workstations, printers, projectors and related equipment, as well as providing end user support.
- Support faculty, students and all technology used in computer laboratories, smart classrooms and cyber café.
- Support and maintain workstations, printers, and software in language labs, math labs and tutoring facilities.
- Install, support and maintain workstations, printers, software and related equipment in research labs.
- Support and maintain application software used for academic coursework, QuickTime, Shockwave, Adobe Creative Cloud, C++, nCoder, Quickbooks, Solidworks, Autocad civil 3D, Kaptest , Maple, Mathematica, Para-Medic Test Gen, etc.
- Participate in training and other professional development activities.
- Assist in the scheduling of College Assistants for student Open Lab facilities.
- Create Service Desk tickets in a timely manner when issues are found with computers, monitors, copiers and related equipment.
- Solve any problems on Windows, Macintosh, Linux platforms with equal proficiency.

- Install, test and configure new workstations, peripheral equipment and software.
- Maintain inventory of all equipment.
- Consult with manufacturer on support and warranty issues.
- Track problem reports, troubleshoot reported issues, and document resolutions and procedures.
- Monitor supplies and notify supervisor regarding supply levels.
- Interface with other units to resolve problems.
- Perform other related duties as assigned.

Qualifications

- Associate's degree with 5 years IT related experience with knowledge of Windows and Apple OS.
- Ability to communicate effectively, both verbally and in writing, with students, faculty, and staff from diverse backgrounds providing courteous customer service in a timely manner.