



Job Description – IT/AV Technician/Intern

The University Center of Lake County is an educational facility where a number of Illinois colleges and universities offer bachelor completion and graduate degrees. The University Center facility also provides conference and office space for various organizations and businesses.

General Responsibilities:

This employee reports to the Director of IT Systems and works alongside building staff and support. The role involves hands-on technology user support for students, faculty, conference center clients/guests, and UCLC staff. The role will also assist in backend IT management and network administration.

Essential Duties and Responsibilities:

Technology and systems administration:

1. Assist in Microsoft 365 administration and deployment
2. Monitor & troubleshoot network systems
3. Install, setup, and test classroom/conference center AV hardware
4. Update technical documentation and file systems
5. Maintain IT asset management
6. Support UCLC staff applications (i.e., UCLC website, 365, etc...)
7. Provide assistance and support for IT, AV, and building management as needed
8. Coordinate with the Director of IT Systems on all technology matters and offer recommendations as needed

IT/AV client support:

1. Respond to instructor's requests for IT/AV support using classroom-based systems.
2. Assist in student/guest requests for support with desktop PCs, computer labs, printing systems, and WLAN access

3. Initiate and monitor web/video conference sessions as well as setup/teardown of mobile AV/IT equipment (web cameras, microphones, etc...)
4. Test and assist in maintaining IT/AV systems
5. Write and log system documentation as needed
6. Perform additional building support tasks

Requirements/Qualifications:

- A minimum of one year of education with an emphasis in Information Technology, Audiovisual Technology, Computer Science, or related field/equivalent experience
- A High School diploma or GED (required); associate's or bachelor's degree preferred.
- Computer hardware and software knowledge that includes print systems, wireless networks, and presentation technologies
- The ability to document processes for system management as well as for user orientation
- Moderate technical skills including Windows OS familiarity, general computer networking, desktop application troubleshooting, PC/hardware component knowledge, and more.
- Strong customer service skills
- Solid oral and written communication skills
- The willingness to learn new IT/AV products and applications
- The ability to work independently and follow instructions with minimum supervision

Application Instructions:

To apply for this position, please submit a cover letter outlining your interest in and qualifications for the position, along with a copy of your resume and 2 professional letters of recommendation.

Submit your application to:
Suzanne Christensen
Administrative Services Manager
University Center of Lake County
schristensen@ucenter.org