POSITION TITLE: IT Support and AV Specialist
DEPARTMENT: Information Technology
REPORTS TO: IT Director

SUMMARY: The IT Support and AV Specialist provides front-line technical support, hardware troubleshooting, and inventory management for Indian Mountain School. This role also manages audio/visual production and supports sports live-streaming systems.

ESSENTIAL FUNCTIONS

Help Desk & Technical Support

- Serve as the primary point of contact for technical requests (in person, phone, email, and ticketing portal), prioritizing, documenting, and tracking issues through resolution
- Troubleshoot basic hardware, software, account access, password resets, and network connectivity (Wi-Fi/wired) across school-issued macOS, Windows, and iOS devices
- Support the 1:1 device program and classroom tech, maintaining printers, copiers, projectors, and routine software updates
- Escalate complex technical issues to senior IT staff as needed

Operations & Campus Support

- Track local IT inventory (laptops, cables, adapters, peripherals) and flag reorder needs
- Stay current on campus technologies through ongoing training and perform other duties as assigned
- Member of the front-desk backup coverage team

Audio/Visual & Live Streaming

- Manage lighting, sound, and projection for all scheduled performances and presentations at the Qianxun Performing Arts Center, including setup, breakdown, and equipment maintenance

- Act as the first-line troubleshooter for Hudl sports live-streaming systems, liaising directly with Hudl support to resolve issues

QUALIFICATIONS

- High school diploma or equivalent required; associate degree or technical certification preferred
- 1–2 years of experience in technical support or help desk operations, ideally in an educational or non-profit setting
- Proficiency with macOS, Windows, iOS, standard browsers, and Google Workspace
- Strong diagnostic, time-management, and communication skills, with the ability to maintain strict confidentiality
- Patient, service-oriented approach to working with users of varying technical skill levels across a PK–9 community (students, faculty, staff, parents, and trustees)

SCHEDULE & PHYSICAL REQUIREMENTS

- Schedule: Full-time (non-exempt/overtime eligible), Monday–Friday, 8:30 AM–5:00 PM, with required evening and weekend hours to support campus events and performances
- Physical: Must be able to lift, push, and pull up to 50 lbs, climb ladders, and stand or walk across campus for extended periods

BENEFITS & COMPENSATION

The salary range for this position is $24 to $28 per hour. The school offers medical/dental/vision coverage, employer-matched retirement, paid time off, free shift meals, professional development, and tuition remission opportunities.

ABOUT INDIAN MOUNTAIN SCHOOL

Indian Mountain School is an independent co-ed day and boarding school serving Pre-K through 9th grade across two campuses in Lakeville, CT. Indian Mountain School is an equal opportunity employer and does not discriminate on the basis of race, color, creed, religion, sexual orientation, national or ethnic origin in the administration of its employment policies, educational policies, admissions policies, financial aid and loan programs, and other school-administered programs.