Audiovisual & Technical Support Specialist

Technology is a big part of how our students learn, how our faculty teach, and how our College operates every day. As our Audiovisual and Technical Support Specialist, you'll be the person helping make sure the technology in our classrooms and learning spaces works the way it should.

This is a hands-on position for someone who enjoys solving problems, working with technology, and helping people. You'll support a wide range of classroom and audiovisual technology, including AV systems, VR systems, assistive technology, SMART-enabled devices, classroom computers, and more. You'll work closely with the IT team to keep technology current, reliable, and ready for the students, faculty, and staff who depend on it.

Key Responsibilities (include but are not limited to):

Academic and Classroom Technology Support

Manage and support classroom technologies including AV systems, VR systems, assistive technology (ADA), SMART enabled devices, and others.

- Coordinate with the endpoint administrator and the security administrator to roll out patches, software upgrades, hardware upgrades, etc. for classroom PCs.
- Manage the lifecycle of classroom technologies. Work with the Director and Assistant Director of IT on procurement, firmware updates, disposal, and documentation of all classroom hardware and software.
- Stay up to date on classroom technologies best-practices, trends, and vendors. Serve as the subject-matter expert and support administrative staff as needed.
- Maintain end-user documentation for AV equipment at all college locations. Provide AV support for college functions and events as required.
- Travel between Main Campus, the Kehoe Center, and the Crawford Success Center as needed to provide AV and classroom technology support.

Helpdesk Support

- Provide Tier 2 helpdesk support for students, staff, and faculty on a range of topics.
- Staff the helpdesk area when normal helpdesk staff are unavailable, serving as the primary point of contact for Tier 1 and Tier 2 support requests.
- Provide support and training for staff and faculty on various systems as needed.

Operational Support & Continuous Improvement

- Assist with departmental technology projects, technology implementations, and cross-functional initiatives.
- Maintain accurate technical documentation, inventory records, and asset management information.
- Evaluate, test, and recommend improvements to classroom technologies, support processes, and the overall user experience.
- Participate in professional development to maintain current knowledge of emerging technologies and best practices.
- Perform other related duties as assigned.

What We're Looking For:

- Education: Associate's degree in Information Technology or a related field preferred.
- Experience: Previous experience providing technical support, audiovisual support, or classroom technology support preferred. Equivalent relevant experience may be considered in lieu of a degree.

Why You'll Love Working Here:

At North Central State College, you won't just have a job—you'll have a direct impact on students' lives and futures. You'll be part of a collaborative IT team that helps keep classrooms, learning spaces, and College operations running smoothly, while working with technology that directly supports teaching and student success. We offer a supportive environment, opportunities for growth, and a generous benefits package that includes:

- Competitive pay
- Medical/Dental/Vision Insurance with low deductibles and co-insurance
- Employer retirement contributions: 14% (SERS) or 10.15% (ARP)
- College-paid life & long-term disability insurance
- Generous paid time off:
  - 80 vacation hours to start
  - 120 sick hours annually
  - 16 personal hours per year
  - 12 holidays + 2 College-paid days
- Free tuition for employee, spouse, and dependents at NCSC
- Tuition reimbursement for continued education outside the College
- A chance to truly make a difference in students' lives

Review of applications will begin 10/5/26 and continues until the position is filled.
Posting Date: 9/21/26
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Ready to Join Us?

Submit your resume and a letter of interest online at:
👉 www.ncstatecollege.edu/jobs