

POSITION: AV Technician - Library

BASIC FUNCTION OF POSITION

Responsible for the installation, management, and maintenance of audiovisual, computer, and other electronic technologies at the American Centers in Rangoon and Mandalay. Keeps abreast of new products and trends, advises on inclusion of new technologies in the American Center and assists in training the staff and the public in using new hardware and software. Assures appropriate level of system security for all audiovisual and computer systems at the Centers. Provides support for all interactive programming involving the use of digital streaming technologies and associated hardware. Maintains and manages all public access computer hardware used by the public as well as staff internet access computers. Liaises with the Information Management Officer (IMO) or designated technology staff for information on policies and knowledge sharing.

MAJOR DUTIES AND RESPONSIBILITIES

Systems Management and Audio-Visual Technology Management 20%

Maintains robust computer systems and internet access for public use at the American Center Rangoon and advises the Jefferson Center in Mandalay on the same. Manages the public facing network for both public and staff use. Maintains Wi-Fi access at the best available in-market and troubleshoots issues with networks. Creates a mechanism for query intakes and quickly solves hardware and software problems. Makes recommendations on new technology uses by keeping up with emerging technology trends. Manages all equipment and network (hardware and software) security with guidelines from the IMO. Manages all audio-visual (AV) equipment: maintenance, storage and use at public events and presentations. Provides support for digital engagement on a variety of platforms.

Training and Presentations 20%

Prepares and delivers training to American Center staff on the use of new technologies. Offers training to Center members and the public on the use of new devices such as iPads, Chromebooks and tablets. Supports Center technology programming and outreach, including the use of emerging technologies such as 3D printers, and digital design.

Administrative 10%

Submits reports on systems use, program evaluations, annual inventory and procurement needs in a timely manner.