



## **JOB DESCRIPTION**

<b>JOB TITLE</b>	Assistant, Computer A/V Repair
<b>JOB LEVEL</b>	C
<b>DEPARTMENT</b>	Learning Support Services, Information Technology Services: Technical Hardware and A/V
<b>SUPERVISOR</b>	Group Leader, Technical Hardware and A/V

### **POSITION SUMMARY**

The Assistant, Computer A/V Repair provides organizational support by receiving and documenting equipment for service, providing technical advice to users by telephone, maintaining inventories of parts, equipment and warranties and invoicing for service.

### **DUTIES AND RESPONSIBILITIES**

- Respond to calls regarding equipment failure.
- Assess and resolve basic equipment and computers issues via telephone.
- Track/log equipment received, action taken, and resulting outcome.
- Source required parts and order according to protocol.
- Maintain stock room of replacement parts.
- Arrange for pick up and redeployment/disposal of surplus equipment in schools.
- Maintain warranties for equipment.
- Book and ship loan equipment.
- Schedule service calls.
- Monitor department accounts through the budgetary accounting system.
- Prepare invoices, process charge-backs and reconcile petty cash.
- Complete required journal entries.
- Assist with related tasks and projects as requested.

### **EDUCATION**

Completion of OSSD or equivalent.

### **EXPERIENCE**

Related work experience is an asset.