



# The West Virginia School of Osteopathic Medicine



## **INFORMATION SYSTEM SPECIALIST (MEDIA SERVICES)**

Reports to: Medical Production Manager

**Summary:** The primary purpose of this position is to maintain and manage network, computer and A/V technology located in the WVSOM Center for Clinical Evaluation (CCE). These duties include but are not limited to: installing, maintaining and troubleshooting hardware, software and AV technology located at CCE and creating appropriate documentation. The CCE provides assessment for all students in the first four years of our program as well as for post graduates. This position will also provide support for the distance learning and A/V component of the WVSOM State Wide Campus to include various didactic and hands-on programs as well as board review presentations.

**Duties and Responsibilities:** Maintain and manage closed computer network, computers, servers, special software, video encoders, video cameras, microphones, small telephone network, etc. Duties and responsibilities include troubleshooting equipment and network problems, facilitation of software upgrades, training of faculty/staff on the use of this equipment, etc. This individual would be on-site to provide support at all programs which utilize this equipment. They would also ensure that end users are able to access live or on-demand video streams originating from the private network. Assist with video conferencing and video streaming for State Wide Campus and Graduate Medical Education Programs. Duties and responsibilities include troubleshooting videoconferencing IP connectivity issues, troubleshooting videoconferencing equipment, training end user on use of equipment, etc. Provide video production services to State Wide Campus and Graduate Medical Education sites to include the live broadcast and recording of various educational programs which originate from around the state.

**Specific Job Functions:** Installation of new software: new, updates, security patches, etc. Installation, maintenance and use of video encoders, video cameras, microphones, small telephone network, etc. General troubleshooting for CCE, faculty, staff and students. Ability to process/manage multiple projects simultaneously. Provide remote support using appropriate resources. Develop collaborative relationships with WVSOM IT support staff. Ability to troubleshoot hardware and software problems. Creation of documentation for end users and department. Other related duties as assigned.

Knowledge and Abilities: Knowledge of LAN hardware/software requirements, designs and operating procedures. Knowledge of computer hardware: installations of motherboards, hard drives, video cards, etc. Knowledge of Windows OS. Knowledge of networking protocols and configurations: TCP/IP, DNS, etc. Knowledge of internet resources to perform research. Strong organizational, prioritization and interpersonal skills. Strong communication skills. Self-motivated.

Qualifications: Bachelor's degree in computer science or related area plus two years of experience; experience in Windows Networking preferred; strong communication and organizational skills. The ability to independently problem solve and travel if needed is essential. Other combinations of education and experience may be considered.

Position: This a full time classified position at a pay grade of 17 and an entry level salary of \$30,767, with an excellent benefit package. This position is exempt from FLSA provisions regarding overtime.

Application: Qualified applicants should send a cover letter, current resume, and a list of five references and their contact information to include addresses, e-mail, and telephone to Leslie Bicksler, Director, Human Resources. Applicants are encouraged to send application packets via e-mail [lbicksler@osteo.wvsom.edu](mailto:lbicksler@osteo.wvsom.edu). Material that cannot be e-mailed may be sent to Leslie Bicksler, WVSOM, 400 North Lee Street, Lewisburg, WV 24901. Applications are considered confidential, and references will not be contacted until the applicant has been notified. Applications will be accepted until the position is filled however the WVSOM search committee commence its review upon receipt.