Assistant Media & Technology Support Manager (76006)

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IONA UNIVERSITY

Salary Range:
$65,000.00 - $72,400.00 Salary

Position Type: Full Time

Job Shift: Any

Education Level: 4 Year Degree

Travel Percentage: No Travel Required

Description

The Associate Media and Technology Support Manager play a key role in supporting academic and administrative technology services across campus. This position assists in managing daily operations related to classroom technology, media services, and end-user

support. The Associate Manager also contributes to the planning, deployment, and adoption of new tools-including emerging technologies such as AI-to enhance teaching, learning, and university operations.

Media & Classroom Technology Support
* Oversee the maintenance, setup, and support of AV systems in classrooms, conference rooms, and event spaces.
* Coordinate troubleshooting and support for classroom technology and hybrid teaching solutions.
* Support lecture capture, live streaming, and video conferencing platforms (e.g., Zoom, MS Teams).
* Serve as a point of contact for academic departments on instructional technology and AV needs.
* Provide training and guidance to faculty and staff on the effective use of media and digital tools.
* Assist with planning and implementation of classroom technology upgrades.
* Work closely with AV vendors to ensure that break-fix SLAs are being met.
* Document ongoing classroom technology issues and assist with rescheduling of rooms.

Help Desk & Desktop Support
* Assist in supervising help desk operations, ensuring timely and effective resolution of technical issues.
* Support ticket triage, escalations, and root cause analysis.
* Deploy computers to new hires and assist with computer refreshes.
* Train and mentor student workers or entry-level support staff.

Media Technology & Event Support
* Oversee the planning, deployment, and technical support of media technology for university events, classrooms, and special functions.
* Manage the reliable operation of audiovisual systems, video conferencing platforms, lecture capture, and live streaming equipment across campus venues.
* Coordinate with Media and Technology support team to deliver high-quality support for academic lectures, administrative events, student programs, and hybrid engagements.
* Lead the team responsible for on-site setup, real-time troubleshooting, and post-event follow-up.
* Maintain awareness of emerging media and presentation technologies to ensure the university remains innovative, competitive, and equipped to meet evolving academic and event delivery needs.

Research & Special Projects
* Conduct research and evaluate emerging technologies to support institutional goals. Lead or participate in special projects and strategic initiatives as assigned by IT leadership,

contributing technical expertise and project management support as needed.
* Other duties as assigned.

Qualifications

Experience:

- Operating Systems: Microsoft Windows (Desktop), macOS, ChromeOS
- IT Service Management: SysAid (ITSM), ticket lifecycle management, user support workflows, and reporting
- Device & Endpoint Management: Microsoft Intune, Windows Autopilot, remote support tools, software deployment
- Password & Identity Management: Self-service password reset tools, multifactor authentication support, identity verification workflows
- Productivity & Collaboration Tools: Microsoft 365 (Outlook, Word, Excel, Teams, OneDrive), Google Workspace (if applicable)
- Learning Management Systems: Blackboard, Canvas - user support, access management, and troubleshooting
- Asset & Inventory Tracking: IT asset lifecycle management, loaner equipment tracking, hardware audits
- Classroom & Media Technology: Projectors, lecture capture systems, AV control panels, hybrid learning tools (e.g., Zoom, Panopto, Crestron/Extron systems)
- User Training & Knowledge Base: Development of support documentation, FAQs, training resources, and end-user education programs
- Customer Service & User Experience: ITIL-based service delivery, user satisfaction monitoring, and front-line support leadership

About Iona University/EEO language

Founded in 1940, Iona University is a master's-granting private, Catholic, coeducational institution of learning in the tradition of the Edmund Rice Christian Brothers. Iona's 45-acre New Rochelle campus and 28-acre Bronxville campus are just 20 miles north of Midtown Manhattan. With a total enrollment of nearly 4,000 students and an alumni base of more than 50,000 around the world, Iona is a diverse community of learners and scholars dedicated to academic excellence and the values of justice, peace and service. Iona is highly accredited, offering undergraduate degrees in liberal arts, science and business administration, as well as Master of Arts, Master of Science and Master of Business Administration degrees and numerous advanced certificate programs. Iona students enjoy small class sizes, engaged professors and a wide array of academic programs across the School of Arts & Science; LaPenta School of Business; NewYork-Presbyterian Iona School of Health Sciences; and Hynes Institute for Entrepreneurship & Innovation. Iona also continues to be recognized in prestigious national rankings. Most recently for 2025, Iona has been named one of the nation's best colleges by The Princeton Review, The Wall Street Journal, Forbes and others.

Additionally, U.S. News & World Report recognized Iona as one of top colleges for social mobility in the country, while Georgetown University's Center on Education and the Workforce (CEW) ranked an Iona degree in the top 5 percent nationally for long-term return on investment. Iona's LaPenta School of Business, meanwhile, is also accredited by AACSB International, a recognition awarded to just 6 percent of business schools worldwide.

Iona offers a comprehensive benefits package to all full-time employees that includes medical, dental, and vision insurance; flexible spending accounts; retirement plans; life insurance; short and long-term disability; employee assistance program (EAP); tuition remission; and generous time off. For more information on our benefits and working at Iona visit the Human Resources section of our website.

Iona University values and celebrates diversity and is committed to providing a welcoming and inclusive environment for all of our employees and does not tolerate discrimination based on any legally protected characteristic under applicable federal, state, or local laws. As an equal opportunity employer, Iona University encourages applications from qualified candidates who reflect the wider world in which we live.
Iona University is an Equal Opportunity Employer.
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