

**AMERICAN FILM INSTITUTE
JOB DESCRIPTION**

POSITION: Technology Support Assistant - Temporary

DEPARTMENT: AFI Conservatory Administration

LOCATION: Los Angeles Campus

PRINCIPAL RESPONSIBILITIES:

The Technology Support Assistant provides essential technical support to faculty, Fellows, and staff across all disciplines. The role ensures that classroom technologies, production equipment, and administrative systems operate effectively to support the Conservatory's academic and operational needs.

PRINCIPAL DUTIES AS ASSIGNED:

- Perform routine maintenance and provides operational support for student printers, including multifunction printers (MFPs) and plotters, ensuring consistent performance and minimal downtime.
- Deliver Tier 1 technical support to Fellows, staff, and lab users, troubleshooting hardware and software issues as needed.
- Maintain accurate inventory of equipment; identifies, reports, and facilitates repairs or replacement of faulty devices.
- Manage user access and maintains active for software license accounts.
- Archive and catalogues digital assets, ensuring proper organization, security, and accessibility.
- Assist with, and when appropriate, leads audiovisual (A/V) setup and support of events.
- Monitor lab supply levels, ensuring adequate stock and submitting purchase requests as needed.
- Support lab-related purchasing processes and maintains associated documentation.
- Collaborate closely with Academic Affairs, Discipline Heads, Production Directors, and faculty to ensure technology solutions are aligned with and effectively support the Conservatory's educational mission and instructional needs.
- Perform other duties and responsibilities as assigned.

EXPERIENCE/SKILLS REQUIRED:

- Bachelor's degree required, preferably in Information Technology, Media Production, or a related field
- Minimum of three (3) years of relevant experience supporting technology in an academic, production, or creative environment.
- Proficiency in macOS and industry-standard creative software used in film, media, or design (e.g., Adobe Creative Cloud, editing, or post production tools).
- Hands-on experience supporting audio/visual (A/V) systems, including classroom, screening,

and event environments.

- Strong interpersonal and communication skills, with the ability to effectively support faculty, Fellows, and staff with varying levels of technical proficiency.
- Demonstrated ability to independently troubleshoot, diagnose, and resolve technical issues in a timely and professional manner.
- Ability to manage multiple priorities and adapt in a fast-paced, production-oriented academic environment.
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- Collaborative, service-oriented mindset with a strong commitment to supporting the creative and educational mission of the Conservatory.
- Demonstrated initiative, and a commitment to continuous learning and professional growth.

Salary: \$25.00 per hour