



Job Title: Operations Coordinator

Immediate Supervisor: Metalworks Studio Manager

Date: Immediate

Scheduled Evaluation Date: January 2019

Job Type: Hourly

Please submit all applications to [hr@metalworksstudios.com](mailto:hr@metalworksstudios.com)

#### Position Overview

The Operations Coordinators are responsible for building operations and maintenance as well as the setup and maintenance of all equipment within Metalworks Institute.

#### Essential Job Functions

- Maintain all Institute computer systems (both Mac and PC)
- install and update all software on Institute computers (both Mac and PC)
- Troubleshoot any and all computer and/or software /hardware problems in a timely manner.
- Liaise with Metalworks Studios Technician to ensure operation and maintenance of all Institute Studio Consoles, Outboard Equipment, Microphones, Headphones and Cables.
- Maintain all classroom and computer lab equipment including projectors, screens, sound systems, remotes and speaker systems.
- Research and prepare reports on equipment purchases when required.
- Coordinate all outside repair and/or warranty repair work.
- Coordinate and complete all new equipment, hardware and software installations when required.
- Maintain all servers and Institute networks including set-up and maintenance of all faculty, staff and student 365 email accounts.
- Maintain all printers.
- Provide immediate supervisor of a detailed schedule of regular maintenance days.
- Supervise the maintenance of the Institute's Heating and Air-Conditioning System.
- Maintain and/or install all of the Institute's furniture, including chairs, desks, tables etc. and supervise any repairs.
- Liaise with Metalworks Studio Manager and Metalworks Production Group General Manger for equipment needed for classes and labs as specified by the Academics Department.
- Ensure above equipment is in the required studio or classroom before the scheduled time and is set-up and tested.
- Ensure the above equipment is returned to the appropriate after classes.

- Setup and operate any required presentation equipment for MWI Open House events.
- Responsible for moving and / or re-locating of any and all Metalworks Institute equipment as directed.
- Ensure faculty and staff are trained in the proper operating procedures for classroom teaching equipment when necessary.
- Ensuring there is sufficient supplies of all necessary battery types for remote controls.
- Maintain all live performance area equipment, including audio, lighting, video and projection systems.
- Maintain and service the Institute's telephone system, recording of voice prompts, and staff voice mailboxes.
- Maintain all Institute interior and exterior lighting systems including bulb replacement.
- Supervise the maintenance of the Institute's Security System.
- Supervise and maintain and log all staff and faculty alarm codes and keys.
- Prepare and maintain an organized, detailed equipment inventory for all institute equipment, including manufacturer, model, serial number, purchase date, maintenance records, and regular location. Any changes must be updated immediately.
- Ensure that all equipment must not leave the Institute without authorization.
- Maintain the Institute's buildings as required.
- Assist faculty, staff and students where necessary.
- Attend meetings with administration staff when necessary.
- Communicate with faculty regarding any additional equipment requirements for classes and labs.
- Establish an effective communication system for staff, faculty and students to report technical problems to the appropriate department.
- Complete daily scheduled cleaning tasks including stocking of all washroom supplies.
- Clear snow from building entrances where needed.

#### Minimum Requirements

- College diploma in computer technology and recording technologies, including Pro Tools, Logic, Ableton, Reason and Microsoft 365.
- Strong background in both PC and Mac computer systems.
- Strong background in digital audio recording and live sound and lighting system technologies.
- Strong background in network technologies.
- Strong troubleshooting skills.

#### Other Skills/Abilities

- Exceptional communication skills.
- Ability to complete scheduled tasks unsupervised within assigned time frame.
- Ability to assess and find effective solutions to technical problems.
- Ability to clearly explain equipment operation procedures to staff and faculty.
- Ability to be 'on-call' and work unscheduled hours when required.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.