

POSITION DESCRIPTION

AV TECHNICIAN AND SUPPORT SPECIALIST

General Purpose:

Oversee the maintenance and operation of all audiovisual equipment used in the classrooms and meeting spaces in the SOLES facilities including light, sound, video and related equipment such as AMX/EXTRON Control equipped presentation spaces and Sony Video Teleconferencing Systems (VTC). Ensure event requirements can be met and executed properly; including equipment set-up, proper staffing and trouble-shooting for clients during events. Provide technology support to SOLES on a variety of technology needs. Ensure equipment is maintained in good working order, conduct regular inventory checks and make recommendations on the upgrade and/or purchase of new equipment to ensure SOLES is meeting current attendance and event technology standards. Train student workers, faculty, and staff on how to setup, operate and troubleshoot audiovisual equipment.

In conjunction with Instructional Media Services (IMS), expedite major and minor repairs to all types of audio visual equipment housed within SOLES, including ordering of replacement parts for equipment repairs. Prepare and maintain documentation of classroom and presentation systems. Provide assistance for classroom use of technology, including rapid response to trouble or repair calls, logging and closing of trouble/repair tickets, assist in the response to special requests, customer training, and deliveries. Work in close collaboration with Instructional Media Services to assist and or provide backup support for campus projects.

Work Schedule:

40 hours / week – (Some evening and weekend hours required.) Must be willing to work a flexible schedule including evenings and/or weekends with occasional overtime.

Supervision Received:

Dual reporting to SOLES Budget and Operations Manager and to the Director of Instructional Media Services. Works with minimal supervision and receives general direction from the supervisors and must be able to work independently or in teams on assigned tasks with a high degree of technical judgment.

As position is being defined and developed, percentages may be adjusted:

Equipment and Training (30%)

Maintenance, Troubleshooting (10%)

Events Coordination and Support (40%)

Equipment Checkout and General Services (10%)

Miscellaneous Support and Services (10%)

Supervision Exercised:

Provide on-going training to the SOLES faculty, staff, and student workers, including training on usage, minor classroom equipment repairs, troubleshooting techniques and skills to accurately identify defective classroom media equipment and software.

Essential Duties and Responsibilities

*The responsibilities described here are representative of but not limited to those that must be met by the employee to successfully perform the essential functions of this job.

Equipment Operation and Training (30%)

- Operate and assist faculty and staff and/or students with operation of A/V equipment and accompanying software in the School of Leadership and Education Sciences.
- Operation of Video Teleconferencing Systems in SOLES.
- Provide assistance for classroom use of technology, including rapid response to trouble or repair calls, logging and closing of trouble/repair tickets, assist in the response to special requests, customer training, and occasional deliveries.
- May include strategic planning for increased faculty support of new instructional technologies.
- Develops and maintains training materials and user help documents. Establishes procedures for use of AV equipment.
- Provide on-going training workshops and demonstrations/orientations of classroom and presentation system operations to faculty, staff and others, individually or in small groups.
- Gathers information and advises management on equipment and training needs and workload issues.

Event Operations and Coordination (40%)

- Ensure course and event audiovisual requirements are met
- As needed, will consult with clients to become fully aware of audiovisual requirements and coordinate resources appropriately.
- Ensure the timely delivery, set-up and operation of audiovisual equipment including rentals.
- Ensures audiovisual equipment is returned and stored properly.
- Provides technical assistance to SOLES staff on the audiovisual equipment owned and used by SOLES during special events.

Inventory, Maintenance, and Installation (10%) - Maintains AV equipment and database, including detailed records to track equipment life expectancy and plan for replacement cycles. Delivers, installs, recovers and stores AV equipment. Troubleshoot problems with AV equipment and as necessary works with Network Specialists and Telecommunications Specialists to resolve problems.

- Make minor repairs to all types of audio visual equipment, including video recorders, video cameras, television monitors, audio recorders, and sound systems having digital electronic circuitry and integrated circuit chips.
- Assist with future planning and implement installations and/or facility layouts.
- Execute appropriate installation and connections of equipment in campus classrooms.
- Prepare and maintain documentation on classroom and presentation systems.
- Locate and contact vendors.
- Manage the parts and supplies inventory to support the operations of the SOLES audio and visual needs, including ordering replacement parts for minor equipment repairs.
- Evaluate the best means to reduce the prospect of failure of media equipment systems in SOLES.
- Troubleshoots problems with AV equipment. As necessary, works with ITS/Media

- Services to resolve problems.
- Work with ITS/Media Services to makes recommendations regarding AV equipment purchases.
 - Maintains records of repair, placement, and maintenance of equipment.
 - Serves as a resource for identifying and solving technology-related equipment problems.
 - Assists the SOLES Management Team in researching and recommending equipment solutions for stated needs; identifying organization needs; setting goals and objectives; and developing budget requests.

Checkout and Walk-in Support (10%)

- Oversee and process equipment check out.
- Assist walk-in customers with troubleshooting and answering questions.

Miscellaneous Support and Services (10%)

- Assist with miscellaneous projects and tasks

QUALIFICATIONS REQUIRED:

- Minimum 4-5 years experience, which can be a combination of degree and work experience, working with and operating audio/video presentation equipment, repair and installation. Preferred experience/education with a school system department or a business education staff development department.
- Requires well-developed oral communication skills as well as technical skills to present and exchange technical information. Must be able to train others and make presentations comfortably. Must be detail-oriented and able to prioritize and manage multiple tasks and interruptions simultaneously.
- Must have a working knowledge of computer operating systems (PC and MAC) and MS Office applications.
- Excellent public communication skills and the ability to interact courteously, effectively and professionally with faculty, staff, students and others in the working environment with a service oriented attitude.
- Must be a self-starter with the ability to organize, categorize and prioritize workload effectively and efficiently, under minimal supervision and changing demands.
- Ability to interpret and carry out SOLES and USD policy as it relates to the activities of individuals or groups occupying the SOLES facilities.
- Ability to reason logically, draw valid conclusions, and make appropriate recommendations.
- Two years of experience, knowledge and skill, in the operation, set-up, maintenance and trouble-shooting and diagnosis of audiovisual equipment, including tracking inventory of supplies and equipment and repairs.
- Operational experience of instructional technology equipment usage including, but not limited to: audio, video, computer display, signal distribution, video recording/playback cameras, camcorders, monitors, white boards, and AMX control panels. Experience with VTC equipment usage.
- Knowledge, skill and experience in setting up, troubleshooting, diagnosing and maintaining audiovisual equipment, including, but not limited to all basic projection equipment such as slide and overhead projectors, video players and recorders, tape recorders, LCD composite and data projectors, computer panels, video monitors, printers, computer monitors, slide to video transfer devices and broadcast quality

- cameras.
- Experience in the use and connectivity of computer peripherals and multimedia equipment in both a wired and wireless networked environment.
- Software installation and troubleshooting techniques.
- Operating sound, light and electronics as they apply to audiovisual maintenance, repair and operations.
- Reading and interpreting schematics and service manuals. Review, understand and apply concepts presented in equipment operation manuals, training programs, conferences and/or professional literature.
- Using a variety of power and hand tools, cleaners and test equipment related to the maintenance and repair of technology-related equipment.
- Demonstrated working knowledge of video and audio production, video recording and broadcasting equipment and video and audio editing software.
- Audiovisual technical experience — including support and training for:
 - Smart classroom control systems, AMX preferred
 - Video and audio switching equipment, patching and routing
 - Document cameras
 - LCD projectors
 - Displays and monitors
 - Digital cameras - video and still

PREFERRED QUALIFICATIONS

- Electronics degree from a Tech School or AA Degree or two years of college-level course work with a concentration in one of the following:
 - computer science
 - computer applications
 - audio visual media
 - or related field
- Certification as an AMX Programmer I a real plus.
- Sony VTC Certification, if available, a real plus.
- Experience in adult education setting, higher education, business staff development, or k-12 school setting.