



Classification Title: Audio-Visual Technician

Department:	Audio Visual	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	32
Supervision Received From:	An Assigned Information Services Manager, Network and Technical Services	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs a variety of technical tasks servicing the entire District in the installation and troubleshooting of audio-visual equipment and public address systems; provides technical support and responds to requests from District users regarding the use and operations of audio-visual equipment and systems.

DISTINGUISHING CHARACTERISTICS.

The Audio-Visual Technician is distinguished from the Network/Systems Technician in that this classification is additionally responsible for the installation and troubleshooting of audio-visual equipment while performing a wide variety of technical functions and troubleshooting of computer and software issues, whereas the latter classification is responsible for performing a wide variety of technical functions involving multi-platform network client devices and may be assigned responsibility for a specific application, platform or program.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Installs, connects, configures, programs, labels, tests, and maintains audio-visual equipment and systems such as projectors and projection screens, digital and document cameras, multimedia control systems, displays and monitors, microphones and public address systems, speakers and sound systems, signal routing and switching systems, interactive whiteboards and video walls, and auxiliary computer equipment.
2. Leads installation teams and ensures all audio-visual equipment and systems installations are completed per District safety standards; ensures installations are performed efficiently and in a timely manner.
3. Performs service calls and assists and trains users with the proper use of audio-visual equipment and associated systems per District standards.
4. Troubleshoots general network computer equipment and software problems; performs maintenance and software modifications on both the PC and Mac platforms.
5. Identifies and initiates resolutions to user problems and concerns associated with classroom audio-visual equipment and systems to the user's satisfaction.

6. Troubleshoots audio-visual equipment and systems problems; performs maintenance and system modifications as required to enable normal operations.
7. Maintains and supports audio-visual enterprise application server; programs audio-visual switches and touch screens; monitors the functionality of each component of the audio-visual environment operations using audio-visual software utilities.
8. Assists with the support of academic computer labs in the installation and maintenance of computers, peripherals, and educational software applications including specialized systems to meet Americans with Disabilities Act (ADA) requirements.
9. Maintains current technical expertise in technology of audio-visual equipment and systems to the level required to install and configure state-of-the-art products.
10. Assists with Information Services audio-visual usage/procedures documentation and keeping the technology inventory database current.
11. Assists with training lower-level audio-visual installation personnel to install audio-visual equipment effectively.

Marginal Functions:

1. Maintains up-to-date technical knowledge by attending educational workshops, reviewing professional publications, establishing professional networks and participating in professional associations.
2. Attends and participates in various staff meetings as required.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of progressively responsible experience in performing support duties for audio-visual systems, computer systems and/or networks in an information systems operating environment.

Education/Training: Equivalent to a bachelor's degree in computer science, information systems or a related field, or relevant industry certification.

Licenses/Certificates:

1. Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.
2. At least one of the following certificates is required at time of application:
 - InfoComm Certified Technology Specialist (CTS)
 - Extron Control Specialist (ECS)
 - Extron Control Professional (ECP) or equivalent certification from Crestron Electronics or AMX

Knowledge of:

1. Operational characteristics of audio-visual equipment and systems.
2. Operational characteristics of computer systems, networking concepts and principles.
3. Basic methods and techniques used in the installation and troubleshooting of audio-visual equipment, systems and applications and computer equipment and software.
4. Basic methods and techniques for providing guidance in the use of audio-visual equipment, systems, applications and procedures.
5. Modern office procedures, methods, and equipment.

6. Methods and techniques for training others in complex, technical subject matter.
7. Pertinent federal, state and local codes, laws and regulations, including processes and terminology relevant to assigned area of responsibility.
8. Correct English usage, including spelling, grammar, and punctuation.

Skill in:

1. Operating a variety of diagnostic test equipment relevant to assigned area of responsibility.
2. Reading electrical, data and telecommunications wiring diagrams and blueprints.
3. Performing a variety of technical tasks in the installation and troubleshooting of audio-visual equipment and systems and computers and software.
4. Supporting users and responding to requests and inquiries from users regarding audio-visual equipment and systems and computers and software.
5. Operating standard office equipment.
6. Maintaining currency in programming/installing complete audio-visual systems and public address systems.
7. Applying pertinent federal, state and local codes, laws and regulations.
8. Communicating clearly and concisely, both orally and in writing.
9. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
10. Establishing and maintaining effective working relationships with those contacted in the course of work.
11. Maintaining physical condition appropriate to the performance of assigned duties and responsibilities.

WORKING CONDITIONS.

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff, students, and the public. Some work is performed in confined spaces and on ladders or near moving mechanical equipment; may be exposed to airborne dust and particles and the risk of electrical shock. Evening and weekend hours and working variable shifts are occasionally required to support District operations.

Physical Conditions:

Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; use hands to repetitively finger, handle and feel computers, cables, connectors, hand tools, peripherals and standard business equipment; move or lift up to 50 pounds; near visual acuity, color vision and depth perception; extensive use of computer equipment, including use of a computer keyboard; walking, standing, stooping, bending or kneeling for prolonged periods of time; and climbing ladders to reach, install or operate ceiling or wall-mounted equipment. Requires operation of District vehicles, including electric carts, and occasional travel to other District locations.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.