

POSITION DESCRIPTION

Audio-Visual (A/V) Support Specialist

PositionAudio-Visual (A/V) Support Specialist
Department/Site.....Technology and Computer Services
FLSA.....Non-Exempt
Evaluated byTechnical Operations Support Services Supervisor
Salary Range.....37

Summary

Under the direction of the Supervisor of Technical Operations Support Services, install, configure, troubleshoot, and service computers and audio-visual (A/V) related equipment and software used in conference rooms, instructional classrooms and lab environments. Update and configure operating systems, interfaces, control panels, and drivers in devices used for audio-visual presentations. Install, troubleshoot and service both wired and wireless connections between devices. Provide technical support and help functions that relate to audio-visual hardware, software, data communications, and connectivity. Utilize work orders and phone support techniques to support the TeCS Help desk.

Essential Duties and Responsibilities

- Troubleshoots and performs various technical audio-visual, computer and peripheral repair duties that include but are not limited to diagnosing failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations. Performs preventative maintenance.
- Installs and configures connected audio-visual devices, e.g., projectors, smart boards, large format video displays, computers, document cameras, web cameras, amplifiers, speakers, microphones, device controllers, cabling, and related communications equipment. Troubleshoots Internet connections and software on presentation computers, projectors, displays and controllers.
- Tests device drivers and updates to ensure compatibility with existing equipment. Configures software to communicate with peripherals such as projectors, video display systems, microphones, amplifiers, and related devices. Use, install and upgrade current versions of standard software.
- Operates and maintains instructional equipment. May set up and test the working condition of equipment used to support computer-aided instruction.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility, as well as the use, condition and location of equipment and materials. This includes procedures and steps for equipment setup, help desk questions and answers, and inventory recording.
- Reads and interprets technical instructions related to use and maintenance of hardware, software and network connections.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**
 - Requires working technical knowledge of audio-video components and personal computers, including the relationship and usage of various input and output components, business and education support software, and terminology.

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- Requires a working knowledge of operating systems.
 - Must understand the protocols and procedures for setting up new audio-visual and computer equipment, troubleshooting and performing routine maintenance.
 - Must be able to gather and analyze data and draw logical conclusions.
 - Requires a working knowledge of audio-visual systems and connectivity between devices.
 - Requires sufficient writing skill to document technical procedures.
 - Requires the ability to install, configure, and troubleshoot audio-visual and computer systems.
 - Must be able to install and configure components utilizing both wired and wireless (Bluetooth, wireless Internet, infrared (IR) and radio frequency (RF)) connections
 - Must be able to connect interface cables and connections between computers and peripherals.
 - Must be able to analyze and evaluate the needs of users and develop alternative solutions.
 - Must be able to prioritize and organize work to meet deadlines and timetables.
 - Must be able to apply customer service protocol and maintain a customer service- oriented priority.
 - Must be able to communicate clearly and concisely, both orally and in writing, to effectively communicate with supervisors, faculty, staff and students in a multi-cultural environment.
 - Must be able to establish and maintain cooperative and effective working relationships with members of the District community and with outside contacts.
- **Abilities**
- Requires the ability to install, configure, and troubleshoot audio-visual systems, computers, controllers and peripherals.
 - Must be able to connect interface cables and connections between audio-visual system components.
 - Must be able to analyze and evaluate the needs of users and develop alternative solutions.
 - Must be able to prioritize and organize work to meet deadlines and timetables.
 - Must be able to read, interpret and apply complex technical information including equipment manuals, blueprints and schematics.
 - Must be able to give one-on-one training in the use of audio-visual systems and presentation software.

Physical Abilities

- Requires the ability to accomplish work of a sedentary to moderately active nature.
- Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment.
- Requires sufficient hand eye coordination and dexterity to make small component connections.
- Requires sufficient visual acuity to read technical documents and instructions and align small components.
- Requires sufficient auditory ability to carry on routine conversations.
- Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis.

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- Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

Education and Experience

- An associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, and two years of computer networks or computer technical support experience; or, in the absence of an associate degree, or the completion of at least sixty (60) college-level semester units or a certificate in computer networks or computer technical support, four years of computer networks or computer technical support experience.

Licenses and Certificates

- Possession of, or ability to obtain and retain an Extron Audio Visual Associate (AVA) Certification or equivalent.
- May require a valid driver's license.

Working Conditions

- Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.