

AUDIO VISUAL SUPPORT TECHNICIAN

DEFINITION

Under general supervision, provides first-level contact and primary issue resolution for users with hardware, and applications issues; monitors enterprise systems for device failures, error messages and other network malfunctions; responsible for issue determination, problem/incident recording, problem resolution, and problem escalation as needed; provides direct operational services and assistance to all user departments. Respond in person to basic audio visual support needs when requested. Schedules and delivers audio visual and integrated control systems to faculty, managers, and staff; provides technical support in the use of equipment as necessary.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Exercises no supervision of staff. Exercises technical and functional direction over and provide training to temporary employees.

CLASS CHARACTERISTICS

Incumbents in this position are responsible for providing technical customer service and troubleshooting to resolve or escalate primary hardware and software audio visual problems. Incumbents work in a fast-paced environment requiring creative problem solving skills to meet last minute and emergency classroom and meeting requirements. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. This classification is distinguished from the Coordinator, Audio Visual Systems in that the latter is responsible for resolving complex issues that cannot be resolved by the Audio Visual Support Technician.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Prioritizes requests, schedules, and coordinates the daily operation and use of presentation equipment for classrooms, lecture halls, meeting rooms, and other venues' needs and use.
2. Evaluates, responds to, and resolves first-level requests for computer assistance from users, including students, experiencing primary problems with hardware, software, networking, and other computer related technologies used in presentations.
3. Obtains and records concise user issue information; provides accurate and timely tracking and resolution of issues in the documentation database.
4. Monitors scheduled processes and system alerts on enterprise systems; identifies and analyzes audio visual system equipment problems and resolve or escalate according to procedures and documentation; researches, resolves, and follows up

- on user problems; refers more complex problems to specialized or higher-level personnel.
5. Diagnoses problems, performs troubleshooting and remedial actions to correct problems, and/or recommends and determines solutions.
 6. Delivers to, sets up, and picks up a variety of equipment from classrooms and meeting rooms; sets up facilities for presentations and events, including occasional physical setup of tables, chairs, easels and audio systems.
 7. Installs, maintains, and repairs projectors, document cameras, pan-tilt zoom (PTZ) cameras, video switchers, system controllers, and user interfaces controllers addressing both hardware and software issues; instructs users in software applications usage and basic computer navigation; advises users on best practices.
 8. Provides technical support to faculty on the operation and use of audio visual and integrated control systems in person and on the phone; explains system compatibility and limitations; advises and makes recommendations to faculty on equipment for class instruction.
 9. Provides for and maintains measures to ensure equipment security; identifies and reports missing equipment to management; participates in group problem solving activities to promote continual business process improvements and initiatives.
 10. Assists in coordinating activities with Help Desk, Event Services, or other Presentation Services staff.
 11. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
 12. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 13. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.
 14. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
 15. Prepares and delivers oral presentations related to assigned areas as required.
 16. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable College and departmental codes, policies, and procedures.
3. Basic principles and practices used in the operations, maintenance, and administration of enterprise monitoring software, presentation equipment, complex integrated control systems, and related software systems.
4. Basic techniques and methods of audio visual hardware and software evaluation, implementation, and documentation.
5. Troubleshooting of audio visual equipment and computer hardware, software, network technology, and operating system products.

6. Configuration and installation techniques related to audio visual and integrated control systems.
7. Occupational hazards and standard safety procedures related to installation and maintenance of audio visual equipment.
8. Modern office practices, methods, and computer equipment and applications related to the work.
9. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Operate and maintain audio visual and integrated control systems used in classrooms and campus events.
5. Resolve audio visual system problems and incompatibilities and make or recommend system improvements.
6. Respond calmly, efficiently, and creatively to last minute and emergency equipment needs often in an active classroom environment.
7. Train staff on software applications and hardware usage.
8. Respond to and effectively prioritize a high volume of phone calls and other requests for service.
9. Organize own work, set priorities, and meet critical time deadlines.
10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
12. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college in computer science or related field; and
2. One (1) full time equivalent year of responsible experience performing first-level technical support on audio visual equipment, personal computers, and peripheral equipment, including software administration in a multi-user environment.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

1. Possession of, or ability to obtain and retain an Extron Audio Visual Associate (AVA) Certification.
2. The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; to operate a motor vehicle to visit various College sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, climb and descend ladders, work in confined and overhead spaces, push, and pull drawers open and closed to retrieve and file information. Incumbents occasionally lift, carry, push, and pull materials and objects up to 50 pounds with optional use of equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 2/2023