

AUDIOVISUAL AND MEDIA SUPPORT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical activities in the set-up and maintenance of audio-visual equipment, software, and web-based applications in support of meetings and conference events; provides technical assistance and training to media users to enable access to web-based applications and communication tools used for remote meetings, hybrid meetings, teleconferencing, and presentations; researches new technologies and provides recommendations; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level paraprofessional classification is responsible for independently performing technical duties in support of the Office's audio-visual equipment, software, and web-based applications. Positions at this level exercise judgment and initiative in their assigned tasks, 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.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists staff and other professional development trainers and meeting hosts in the use of a variety of audio-visual equipment, software, and web-based applications; provides all levels of audio-visual support, from one person conferencing to support for large-scale meetings, conferences and hybrid events.
- Reserves media and equipment for scheduled events; ensures necessary audio-visual equipment, peripherals, tools and cables are available; researches and recommends audio/visual presentation options and works with staff to respond to specialized requests.
- Sets up and installs audio-visual equipment and related software in preparation for scheduled events; establishes and maintains connections as required; disassembles and inspects equipment after usage, ensures all equipment and software signed out is accounted for, organized, and stored properly.
- Maintains media server and monitors for performance; troubleshoots and diagnoses equipment and network integration failures, sometimes when meetings are in progress.
- Inspects audio-visual equipment to ensure proper operation; cleans, adjusts and services parts and components; identifies defective/failed equipment and coordinates maintenance and repairs as needed; obtains and installs software updates and upgrades as needed.

- Responds to inquiries and provides information to staff and outside presenters concerning audio-visual equipment usage, scheduling, practices and procedures; reviews audio-visual requests, works through specialized needs, and resolves issues and concerns; refers calls to other computer/network technicians as required; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Contacts and collaborates with vendors to resolve problems, issues, and malfunctions and to develop potential audio and visual software and hardware solutions.
- Maintains and supports all digital signage related to audio and visual communications.
- Performs user administration activities and provides training for all web-based applications for communications tools, event management systems, and room reservation platforms.
- Conducts annual inventory of audiovisual equipment including remote control devices, laptops, cameras, digital video recordings, projectors, amplifiers, microphones and speakers; completes and maintains hardware and software inventory records; recommends equipment replacement as necessary and assists with ordering audiovisual equipment and supplies.
- Stays abreast of current trends and developments in audiovisual and media technology; conducts market research and provides recommendations concerning the purchasing and implementation of new technologies.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science, multimedia, communications, or a related field.

Experience:

- Two (2) years of direct experience working with audio-visual and multimedia equipment in a business or educational setting.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Operational characteristics of audiovisual hardware, software, peripherals and applications across both Windows and MAC platforms, including laptops, projectors, monitors, digital signage, camera equipment, speaker systems, amplifiers, microphones, cloud DVRs, audio and video conferencing, video streaming, webcasting, and online meeting connectivity.
- Computer network and internet connectivity pertaining to internet protocol (IP) audio and video

- signal transport and IP based video/audio conferencing.
- Diagnostic techniques and procedures used to restore audio/visual equipment to normal operations.
- Web-based applications for user administration and use of asset management software to monitor and track network device metrics in real time.
- Cybersecurity best practices.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Set up and connect audio-visual equipment to meet meeting and presentation requirements.
- Understand and follow directions in computer and software system manuals.
- Identify and troubleshoot technical problems, both preemptively and responsively, review information sources, develop and evaluate options and implement solutions.
- Manage the process of implementation of new software and hardware solutions; research technical materials to provide solutions to problems.
- Understand, interpret, and explain audiovisual and media equipment and applications to users; develop and maintain technical operating instructions and documentation; train staff on applications and equipment usage.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.