

JOB DESCRIPTION



Position Title: Audio-Visual (AV) Support Technician

Department: Technology Services

Employment Category: Non-Exempt Staff

Primary Location: District-wide
Based on Douglas or Sierra Vista Campus

FLSA Classification: Non-exempt
Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year **Pay Grade:** NE06

Position Summary: The Audio Visual (AV) Support Technician is responsible for the installation, maintenance, troubleshooting, and repair of audiovisual related hardware and software, peripheral devices, conferencing systems, and instructional support devices, and for working collaboratively with other department and college faculty and staff to ensure smooth operations.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Provides exceptional customer service for students, employees, and the public when responding to service requests, calls, email messages, and in-person requests seeking help; asks questions to determine the nature of the problem, assists customers through the problem-solving processes; and conducts follow-up with customers to ensure the issue has been resolved

Assists with installation, configuration, maintenance, troubleshooting and repairs of equipment related and connected to AV systems and components, including control systems, microphones, sound speakers, video screens, projectors, video monitors, recording equipment, wiring and cabling, sound and mixing boards

Provides setup and support for events and functions such as concerts, sports events, meetings, presentations, and conferences by proactively ensuring technology needs are tested and functioning properly and assisting presenters and participants as needed

Researches hardware and software information as needed in the problem resolution process; reviews and provides feedback on troubleshooting procedures; stays up-to-date on technologies and advances in AV systems

Configures AV equipment hardware and software to established specifications; adjusts equipment in accordance with specifications or directives as required by users or best practices; ensures appropriate conference system connectivity; delivers quality audio or video products to customers

Collaborates with coworkers, internal and external providers to ensure the efficient deployment of products and services related to projects and events

Uses service request ticketing system to effectively collect, document, analyze and report maintenance activities related to problem resolution and communicate with customers, management, and co-workers

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective, and competent manner and to strive for improvement and excellence in all work performed. Additionally,

JOB DESCRIPTION



employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations, and guidelines as they relate to this position.

Education and Experience Requirements:

Associate's degree in video technology, audio technology, projection and presentation systems or a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

One year full-time, professional AV repair or related experience

Must possess a valid AZ driver's license and be able to pass an insurance background check to operate college owned vehicles

Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

Preference may be given to individuals who possess the ability to communicate in Spanish and English, verbally and in writing

An equivalent combination of education and/or experience from which comparable knowledge, skills, and abilities have been achieved may be considered.

Knowledge, Skills, and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current information technologies, including but not limited to audio and video technology, projection and presentation systems, conferencing systems, Microsoft Office applications, and Google Apps

Knowledge of troubleshooting techniques and methods related to audio/video technology equipment

Knowledge of computer hardware, software, cabling, terminations, cable testing, and networking basics

Skill maintaining and troubleshooting computer, audio and video equipment hardware and software

Skill using hand tools, power tools, and specialty equipment

Skill in coordinating and prioritizing competing demands

Ability to communicate effectively, verbally, and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to employ good technical acumen and a good eye and ear for sound and image quality

Ability to establish and maintain effective working relationships with other department staff, faculty, students, and the public

Work Environment: Work is primarily performed under general supervision in a classroom or office setting with appropriate climate control. Some projects and work tasks will require working outside in varying weather and environmental conditions. Will be required to be on-location for the setup and support of events and college-sponsored functions to include evening and weekend hours. Will be required to work varied shifts that span from 7 AM up to 8 PM during Fall and Spring Semesters.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, including fine motor skills, the ability to communicate verbally and in writing.

Medium work: Exerting up to 80 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body; involves

JOB DESCRIPTION



sitting only occasionally, walking, and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, climb scaffolding, or work in confined spaces.

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability, and creative problem-solving skills are important

Reports To: Audio-Visual (AV) Support Supervisor

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.