

Job Template: Audio Visual Specialist

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Specialist						
Job Code	E40000	FLSA Status	E	Job Category	P	Job Level	3

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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Job Template

GENERAL SUMMARY

Provides technical support including installation, monitoring, configuration, documentation, troubleshooting, and problem solving in support of the University's audio visual technology systems.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under direct supervision of a supervisor or manager.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Assists senior technical personnel with the installation, upgrade, and maintenance of AV/VTC/LC and conference room systems.
- Assists with classroom technology support and training, both remotely and in person.
- Provides maintenance, troubleshooting, and repair services for AV/VTC/LC and conference room systems.
- Assists with technical projects as part of a project team.
- Assists with the development of plans and processes that minimize risk to services or systems.
- Creates and distributes support documentation for video conferencing and lecture capture software supported by ITS.
- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Two years of related experience
- OR
- A bachelor's degree

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Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Specialist						
Job Code	E40000	FLSA Status	E	Job Category	P	Job Level	3

OR

- Four years of related experience

AND

- The ability to travel to all University locations.
- The ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Audio and video system troubleshooting
- Video Conferencing
- Microsoft Office and related software applications
- Reading diagrams, schemata, and technical manuals.
- Troubleshooting cabling utilizing hand tools, testers etc.

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Diagnose and resolve AV Systems problems
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Audio Visual Technician 1

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 1						
Job Code	E40001	FLSA Status	E	Job Category	P	Job Level	4

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

Job Template: Audio Visual Technician 1

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 1						
Job Code	E40001	FLSA Status	E	Job Category	P	Job Level	4

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is "owned" by a different work unit.

Job Template: Audio Visual Technician 1

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 1						
Job Code	E40001	FLSA Status	E	Job Category	P	Job Level	4

Job Template

GENERAL SUMMARY

Provides domain competency and technical support in Audio Visual systems. Confers with technical leadership in research, evaluation, and identification of technology solutions.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Supports senior technical personnel with installation of new AV/VTC/LC hardware and reconfiguration of existing hardware.
- Creates support documentation for video conferencing and lecture capture software.
- Provides classroom technology support, both remotely and in person.
- Troubleshoots, identifies, and corrects any AV/VTC/LC equipment malfunctions.
- Writes basic scripts and procedures to assist with managing AV systems.
- Provides technical support and training to end-users.
- Documents modifications made to the hardware, software, or procedures related to AV systems.
- Carries out small- to moderately-sized technical tasks with minimal assistance and writes summaries of technical project work.
- Responds to inquiries from other departments and collaborates with external departments.
- Monitors and responds to hardware and software problems by utilizing a variety of hardware testing tools and techniques.
- Support the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
- Four years of related experience

Job Template: Audio Visual Technician 1

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 1						
Job Code	E40001	FLSA Status	E	Job Category	P	Job Level	4

OR

- Bachelor's degree
- Two years of related experience

OR

- Six years of related experience

AND

- The ability to travel to all University locations.
- The ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Audio and video system troubleshooting
- Video conferencing
- Microsoft Office and related software applications
- Reading diagrams, schemata, and technical manuals.
- Troubleshooting cabling utilizing hand tools, testers etc.

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Audio Visual Technician 2

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 2						
Job Code	E40002	FLSA Status	E	Job Category	P	Job Level	6

P6: Level Standards

GENERAL ROLE

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Set goals and objectives for team members to meet project initiatives and standards.
- Distribute project work.
- Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by departmental policy and procedures.
- Incumbents understand the smallest details of an assigned area.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of project staff.
- Has the latitude to make daily operational project decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.

Job Template: Audio Visual Technician 2

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 2						
Job Code	E40002	FLSA Status	E	Job Category	P	Job Level	6

- Variables affecting the problem are generally known.

→ *Course of Resolution*

- Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

→ *Measure of Creativity*

- Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
- Actions regularly affect a department or an office-centric outcome with departmental impact.
- Actions generally have a direct impact on controlling such things as nature of work and scope of services.
- Actions may have high-risk financial, compliance, political or safety implications.
- Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Audio Visual Technician 2

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 2						
Job Code	E40002	FLSA Status	E	Job Category	P	Job Level	6

Job Template

GENERAL SUMMARY

Provides domain proficiency, broad competency, and advanced technical support in audio visual technologies. Provides analysis and assessment, and recommends AV technology solutions.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under limited supervision.

ESSENTIAL DUTIES & RESPONSIBILITIES

- In-depth technical knowledge and the ability to design and support information technology services in a multi-tiered environment.
- Collaborates with senior technical personnel in the installation and configuration of new AV/VTC/LC hardware and reconfiguration of existing hardware.
- Writes scripts and/or basic programs to assist with managing AV systems.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to systems.
- Uses various software and hardware tools, installs software and/or hardware,
- Works with vendors and management to develop or enhance AV systems.
- Works with technical and functional staff to resolve system integration issues.
- Carries out progressively larger technical tasks with minimal assistance, and writes summaries of technical project work.
- Responds to inquiries from other departments and collaborates with external departments.
- Develops plans and processes to ensure the availability of services or systems.
- Uses standard diagnostic techniques to analyze, identify, and solve problems.
- Contributes to technical projects as part of a cross functional team.
- Provides classroom technology support both remotely and in person.
- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.

Job Template: Audio Visual Technician 2

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 2						
Job Code	E40002	FLSA Status	E	Job Category	P	Job Level	6

- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Six years of related experience
- OR
- Bachelor's degree
 - Four years of related experience
- OR
- Eight years of related experience
- AND
- The ability to travel to all University locations.
 - The ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Audio and video system troubleshooting
- Video conferencing
- Microsoft Office and related software applications
- Reading diagrams, schemata, and technical manuals.
- Troubleshooting cabling utilizing hand tools, testers etc.

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds

Job Template: Audio Visual Technician 2

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 2						
Job Code	E40002	FLSA Status	E	Job Category	P	Job Level	6

- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Audio Visual Technician 3

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 3						
Job Code	E40003	FLSA Status	E	Job Category	P	Job Level	7

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
- Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

→ *Context of Decisions*

- Work is focused on and regulated by specific department/division goals and milestones.

→ *Job Controls*

- Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
- Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.

Job Template: Audio Visual Technician 3

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 3						
Job Code	E40003	FLSA Status	E	Job Category	P	Job Level	7

- Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent.

→ *Course of Resolution*

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ *Measure of Creativity*

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position's area of expertise.
- Actions regularly affect a departmental outcome with division-wide impact.
- Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.

Job Template: Audio Visual Technician 3

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 3						
Job Code	E40003	FLSA Status	E	Job Category	P	Job Level	7

- Actions may have high-risk financial, compliance, political, or safety implications.
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Audio Visual Technician 3

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 3						
Job Code	E40003	FLSA Status	E	Job Category	P	Job Level	7

Job Template

GENERAL SUMMARY

Provides domain expertise, broad proficiency, and expert technical support in audio visual technologies. Leads technical decisions in design of AV solutions.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general direction.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Possesses comprehensive knowledge and the ability to design and manage an enterprise service, in a large and complex environment.
- Identifies and resolves complex system issues in large-scale enterprise services.
- Leads technical staff in the installation, upgrade, and maintenance of AV/VTC/LC systems.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems.
- Writes advanced scripts and/or programs to assist with AV technologies
- Designs and develops new classroom and conference rooms.
- Uses various software and hardware tools; installs software and/or hardware; and writes documentation.
- Works with vendors and/or management to design, develop, enhance, and implement enterprise solutions.
- Carries out larger technical tasks, and writes summaries of technical project work.
- Works with technical and functional staff to design and develop systems integrations.
- Designs, plans, develops, configures, and implements solutions to ensure the high availability of services if a major disruption is caused by system issues or large-scale disasters.
- Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
- Contributes to technical projects, as part of a cross functional team.

Job Template: Audio Visual Technician 3

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 3						
Job Code	E40003	FLSA Status	E	Job Category	P	Job Level	7

- Supports the confidentiality, integrity, and availability of University information as part of the overall University Information Security Program.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
- Eight years of related experience
- OR
- Bachelor's degree
- Six years of related experience
- OR
- Ten years of related experience
- AND
- The ability to travel to all University locations.
- The ability to work occasional weekends and outside normal work schedule.

COMPETENCIES

Knowledge of:

- Audio and video systems
- Video Conferencing
- Microsoft Office and related software applications
- System administration

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means

Job Template: Audio Visual Technician 3

Occupational Group	Information Technology						
Job Family	IT Support Services						
Job Path	Audio Visual						
Job Title	Audio Visual Technician 3						
Job Code	E40003	FLSA Status	E	Job Category	P	Job Level	7

- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries