

Sacramento County Office of Education Job Description

Classification Title: Audio Visual Support Specialist

DEFINITION

Under the direction of the departmental director, responsible for configuring, operating, training, maintaining, and supporting audio/visual (A/V) systems and services; communicates and coordinates with other departments, staff members, outside agencies and vendors; provides help desk technical support.

DIRECTLY RESPONSIBLE TO

Director I, Computer, Network & Telecommunication Support (CNTS)

SUPERVISION OVER

None

DUTIES AND RESPONSIBILITIES

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks that may be found in positions within this classification.)

Audio/Visual Support

Sets up and operates A/V equipment during presentations, meetings and conferences; maintains A/V equipment including projectors, document cameras, video conferencing units, phone conferencing (VoIP), speakers, amplifiers, mixers, microphones, and control systems; schedules and coordinates A/V support for meetings and events; interacts with vendors and other facility support staff; operates video cameras to record programs and events; performs video and audio media duplication; assists with the implementation of new technologies, equipment and network services related to video conferencing, phone conferencing (VoIP), and A/V services; identifies, troubleshoots and resolves A/V equipment and connectivity issues; maintains upkeep and inventory of A/V equipment and supplies; monitors functionality of A/V technology and replaces non-working, damaged or obsolete equipment; performs minor equipment repairs or replaces user-serviceable parts on A/V equipment (projector bulbs, etc.); schedules and troubleshoots audio, video and web conferences; installs and sets up phones in meeting rooms for audio conferences; instructs others in the selection, use and design of A/V materials; provides individual instruction and support for equipment setup and operation as needed; assists in providing budgetary estimates and schedules for equipment replacement.

Help Desk Support

Monitors and answers main help desk support phone line and email account to assist employees with troubleshooting technical issues related to software, hardware, and network problems; routes support calls and email requests to the appropriate technical staff; provides basic phone and email support to SCOE employees when possible; assists employees remotely with changing passwords or updating contact information; provides customers with status updates when needed; reports complex problems to team and the department director for escalation; assists support staff with field work as needed.

MINIMUM QUALIFICATIONS

Education, Training and Experience

Any combination of education, training, and experience which demonstrates the ability to perform the duties and responsibilities as described; experience providing professional AV support, setup, and operation; technical customer service experience; completion of additional technical certificates desirable.

Knowledge of:

All aspects of A/V equipment and related peripherals; basic signal flow; inter-connectivity of A/V equipment and systems; standard software applications; various computer platforms and operating systems; basic network infrastructure; basic electrical safety practices; excellent customer service skills and practices.

Skill and Ability to:

Set up, interconnect and operate A/V equipment including LCD projectors and screens, audio mixers, microphones, sound systems, teleprompter, DVD players, production and document cameras, computers, laptops, tablets, smartphones and other technology devices; establish WiFi or wired network connections; integrate web and audio conferencing into meetings; operate complex A/V systems with integrated video conferencing, projection, audio, recording, playback and remote control devices; establish point-to-point and multi-point video conferences; identify, troubleshoot and resolve A/V equipment and connectivity issues; lift, transport and assemble A/V equipment; adapt to changes in technology; lift and move equipment; communicate effectively verbally and in writing; prioritize projects and organize time; establish and maintain cooperative working relationships; train others on AV system operation; research technical resources; adapt to changes in technology.

Other Characteristics:

Possession of a valid California driver's license; ability and willingness to travel on work assignments; willingness to work additional hours during the week and/or weekend, if required.

Revisions approved by Personnel Commission 8/14/18
Approved by Personnel Commission 7/14/15