JOB DESCRIPTION TEMPLATE

Career Ladder:	AV Services
Business Title:	Audio Visual Specialist
Department:	
Department Name:	
Level:	

Job Summary:

The Audio Visual Specialist consults with users and provides technical advice and support on the use and integration of learning technologies for teaching and learning environments including creating, producing and distributing multimedia projects.

Organizational Status:

Work Performed:

Specific Duties:

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Core Duties:

Consults with users to determine audio visual needs.

Researches emerging technologies and analyzes options.

Makes recommendations on the use of the appropriate audio visual services and products and the purchase of related hardware, software and network equipment.

Creates, produces and distributes multimedia projects.

Conducts instructional workshops and/or training for users such as support personnel, faculty, teaching assistants, graduate and undergraduate students.

Provides technical support and troubleshooting in the use of AV products and services and may mentor or assist other AV technicians.

Promotes and encourages the use of technology to support teaching and learning goals.

Writes and maintains documentation in accordance with prescribed standards.

Installs and maintains software on servers, networks and related AV software and hardware

Serves on project teams as a subject matter expert for AV products and services.

Ensures AV services provided by vendors meet design specifications for new facilities.

Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.

Performs other related duties as required.

Consequence of Error/Judgement:

Supervision Received:

Supervision Given:

Education/Work Experience:

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Skills

Competency Proficiency:

Core Competencies:
Collaboration (Advanced - A): Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the "right people," within and beyond organizational boundaries, by matching individual capabilities and skills to the team's goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.
Communicating for Results (Advanced - A): Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.

Problem Solving (Advanced - A):
Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.

Role Based Competencies:

Accountability (Advanced - A):
Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

Analytical Thinking (Advanced - A):
Determines criteria for assessing issues and opportunities. Establishes clear goals and priorities needed to assess performance. Identifies relationships and linkages between different information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Establishes clear goals and priorities. Anticipates potential problems and develops solutions needed to resolve them. Systemically analyzes relationships between apparently independent problems and issues. Reviews and cross-reviews reports. Identifies trends as well as isolated events. Translates analytical reports into management presentations, and provides guidance to resolve issues. Anticipates the possible outcome of potential solutions. Identifies areas of significant concern or opportunity. Probes and initiates research to identify critical problems.

Information Systems Knowledge (Advanced - A):
Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolves complex problems across all IT solutions.

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