

JOB DESCRIPTION TEMPLATE

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

Job Summary:

The Audio Visual Support Analyst provides technical advice and support for a variety of audio visual equipment and services.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

Provides technical advice and support in the classroom and trains users in use of laptops, desktops, video projectors, wireless devices, and other peripheral equipment.

Deploys new hardware, software, network and security updates.

Sets up and operates of videoconference equipment.

Troubleshoots and maintains a variety of software, hardware, peripheral equipment and related classroom technologies.

Programs small/discrete AV software application modules using detailed specifications and disciplined software development processes, quality standards and procedures.

Writes and maintains documentation for assigned programs in accordance with prescribed standards.

Creates and administers software account management, inventory and warranty records.

Ensures that approved vendor list is up to date, that good working relationships with vendors are maintained and that vendors provide required support of AV needs.

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:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration (Intermediate - I):</u> Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.</p>
<p><u>Communicating for Results (Intermediate - I):</u> Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.</p>
<p><u>Problem Solving (Intermediate - I):</u> Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.</p>

Role Based Competencies:Accountability (Intermediate - I):

Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Analytical Thinking (Intermediate - I):

Coordinates the information gathering and reporting process. Reviews trends and compares to expectations. Conducts research to define problems and prepares responses to anticipated questions. Prioritizes multiple issues and opportunities. Identifies relationships and linkages within several information sources. Anticipates issues that are not readily apparent on the surface. Identifies root causes and effects. Defines priorities within performance objectives. Reports and identifies areas that need guidance in order to resolve complex issues. Anticipates the possible outcome of potential solutions.

Information Systems Knowledge (Intermediate - I):

Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.